**CSUB JOB ANNOUNCEMENT**

| Position Title:         | SFS BILLING / REFUND TECH  
                        | (Accounting Technician II) |
|------------------------|---------------------------|
| Recruitment #:         | #2186                     |
| Full/Part-Time:        | Full-Time                 |
| Employment Type:       | Permanent                 |
| Bargaining Unit:       | R07                       |
| Salary:                | $3,010 - $4,986 per month | Non-Exempt                |
| Department:            | Student Financial Services |
| Available:             | Immediately               |
| Special Conditions:    | Background/ Fingerprint   |
| Sensitive Position:    | Yes                       |
| Posted:                | September 8, 2017         |
| Closing Date:          | September 22, 2017        |

Positions are open to all interested applicants, both on and off campus, unless this is an on-campus only recruitment.

**APPLICATION PACKET REQUIREMENTS**

This position requires (including those on campus) submission of:

- A standard CSU, Bakersfield job application (download at: [http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html](http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html))
- Names of three professional references
- Copy of degree/transcripts/typing certificate, if required
- Brief description of how you are qualified for this position by virtue of your interest, aptitude, education and experience required.

Within Business and Administrative Services, Student Financial Services (SFS) collects amounts due to the university and its auxiliary organizations. The Accounting Technician II, under the direction of the Associate Controller or designated SFS Lead, performs tasks in Student Financial Services related to student accounts receivable. The Account Tech II will generate invoices for contractual billings, process and monitor payments, and track activity related to student receivables, particularly third party payers. This position also provides tuition and fee information to students and third party payers to facilitate timely collection of amounts due the university and communicates the status of accounts to management.

**DUTIES:**

Accounts Receivable Billing & Collections, particularly Third Party Billing & Collections:

- Prepare & send accurate and timely bills to various entities and individuals.
- Monitor outstanding accounts receivables and perform follow-up and collection activities.
- Communicate with third party payers and students to answer questions, explain policies/procedures, and resolve disputes.

California State University, Bakersfield is committed to Equal Employment Opportunity. Applicants will be considered without regard to gender, race, age, color, religion, national origin, sexual orientation, genetic information, marital status, disability or covered veteran status.
• Analyze accounts and prepare write-offs upon approval of management.
• Use knowledge of the Student Financial system to troubleshoot billing issues.
• Create & maintain a variety of reports and spreadsheets related to third party billing.

**Student Account Refunding:**
• Process student refunds, according to the published refund schedule, and as prescribed by university policies and department procedures.
• Use reports and queries to ensure accuracy and appropriateness of refunds.
• Interface with the bank, the CSU Treasury Department, Accounts Payable, and General Accounting to issue funds to students.
• Maintain detailed refund records and compile information as needed.

**Customer Service:**
• Assist students and the public at the SFS window by answering questions, including dispensing, accepting, & providing explanation of various forms/processes, such as, Installment Pay Plan, Student Emergency Loan, Miscellaneous Refund Application, Check Stop Payment Request, Petition for Reversal of Fees, IRS form 1098-T, and Book Voucher Requests.
• Answer SFS main phone line and communicate a wide variety of info to students, such as student account balance, student account service indicators, tuition & fee rates, payment options, and student refunding.
• Use knowledge of student accounts and investigative skills to direct students to appropriate resources on campus.

**Run Reports & Compile Data:**
• Run reports/queries to monitor accurate processing of data and accounts receivable.
• Accurately track a variety of departmental processes.
• Use spreadsheets to compile statistics & trends.

**Other Job Functions:**
• Open & distribute mail, maintain files, make photocopies, scan documents & perform other routine office tasks.
• Participate in testing of Student Financial activities during software upgrades & implementations.
• Perform other job-related duties and special projects as assigned.
• Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

**REQUIRED QUALIFICATIONS:** Equivalent to three years of progressively responsible accounting or financial record keeping experience, with specific experience with accounts receivable, and recent customer service experience.

• Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
• Ability to use tact and diplomacy to effectively handle a broad range of sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts & problems.
• Ability to read, understand, and explain student accounts and to prepare accurate invoices/bills.
• Expertise in investigating and analyzing problems. Ability to anticipate problems and address them proactively.
• Ability to review, analyze, interpret, communicate, and apply policy and standards.
• Ability to collect, interpret, edit, and summarize data.
• Strong organizational and time management skills, ability to remain flexible to meet customer demand levels.
• Demonstrated ability to maintain a high degree of confidentiality.
• Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
• Good written and oral communication skills; thorough knowledge of English grammar, punctuation, and spelling with a demonstrated ability to produce professional communications that meet high standards for appearance, grammar, spelling, and clarity.
• Proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, and collaborative calendaring and email software.
• Working knowledge of or ability to quickly learn University infrastructure, academic and administrative structure, policies and procedures.
• Knowledge and competence in Microsoft Word, Excel, and PowerPoint.
• Regular and reliable attendance is required.
PREFERRED QUALIFICATIONS:
- Experience with PeopleSoft Student Finance system.
- At least one year of experience with billing and collections.
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude

SCREENING: Only those applicants possessing experience most directly related to the immediate needs of the office will be invited to appear before a Qualifications Appraisal Board for the purpose of appraising training, experience and interest in the position.

CALIFORNIA STATE UNIVERSITY EMPLOYEES UNION: It shall be the policy of the CSU in filling vacant CSUEU bargaining Units 2, 5, 7 & 9 positions to fill such vacancies from among qualified individuals currently employed on-campus except when it is determined that it is necessary to appoint outside applicants to meet campus workforce diversity goals or to provide specialized skills and abilities that are not available from current employees.

BACKGROUND CHECK: A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

SENSITIVE POSITION: Sensitive positions are designated by the CSU as requiring heightened scrutiny of individuals holding the position, based on potential for harm to children, concerns for the safety and security of the people, animals, or property, or heightened risk of financial loss to the CSU or individuals in the university community.

MANDATED REPORTER: The person holding this position is considered a “mandated reporter” under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

GENERAL INFORMATION: It is the policy of California State University; Bakersfield to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees will be required to present documentation verifying their right to accept employment. You will also be requested to present a social security card at the time of initial appointment in compliance with state payroll regulations. State regulations require that every state employee sign the Oath of Allegiance prior to commencing the duties of his/her State employment, except legally employed non-citizens. These individuals are required to sign the Declaration of Permission to Work.

APPLICATION PROCEDURE: Official California State University, Bakersfield application forms must be completed in full and received in the Human Resources Office by 5:00 p.m. on/or postmarked by the specified closing date, unless otherwise indicated. Resumes are welcomed but will not be accepted in place of the official application. E-mailed or faxed applications or resumes will also not be accepted.

Applications are available outside the Office of Human Resources and may be downloaded from the Human Resources website. Candidates who reside outside the city of Bakersfield may contact the Office of Human Resources and request that an application be mailed to their residence. It takes a minimum of 4-6 weeks from the closing date for a position to be filled.

To check the status of your application, go to the Human Resources’ Job Opening/Status Inquiry page at http://www.csub.edu/bas/hr/雇EmployRecruit/Job%20Status%20Inquiry/index.html and click on the “Job Status” icon link. Applicants will not receive individual notifications. Upon submission, all application materials become the exclusive property of California State University, Bakersfield and will not be copied or returned.