

## Job Description

Title: Business Office Specialist  
CBA Position: KCSS  
Department: Business Office  
Reporting Manager: CFO  
Direct Reports: No  
FLSA: Non-Exempt  
Expected Hours of Work: 40

Salary Band: B22  
Band Range: \$35,689 - \$50,150  
Account Number:  
ICCB Class:  
KC Status (Class): Support Staff  
POSD:

### Job Summary:

The Business Office Specialist will process student tuition payments, process vendor invoices, and provide customer service to students, faculty, and staff. Will assist the Director of Fiscal Services to oversee the processing of statements for the students, collections, and student refunds.

**Supervisory Responsibilities:** None

### Minimum Qualifications/Basic Job Requirements:

- High School Diploma or equivalent required
- Associates Degree in a business related field preferred
- 3-5 years of accounting support function, including customer service experience

### Illustrative Examples of Essential Functions:

- Daily cash drawer balancing and reconciliation
- Serve as an initial point of contact for faculty, students, staff, and members of the public by receiving visitors at the front desk, answering phones, or responding to other correspondence as necessary
- Make deposits for various departments and organizations of the College
- Stuff and disburse student loan checks and other financial aid checks
- Review vendor invoices, staff and faculty reimbursements, and cash advances prior to data entry
- Process vouchers for the check run
- File invoices with appropriate documentation
- Issue College gift certificates upon request
- Process invoicing for childcare and other items as needed by the Business Office
- Process student payments for transcript requests
- Monitor and process financial activities such as NSF checks, e-check returns, credit card chargebacks, 1098-T documents, and other essential financial documents
- Process weekly offsets from the state debt offset program and update the offset tracking spreadsheet
- Process the weekly consolidated payment from the state debt offset program and update the payment tracking spreadsheet
- Update the collection agency weekly to reflect all changes in student balances
- Record all appropriate collection notes within Ellucian

- Responsible for working with the collection agency on depositing checks and/or preparing requisitions as appropriate for each month. This includes posting payment to each student's account and updating the notes within Ellucian.
- Process disputes received by the collection agency
- Process the Parent Plus Loans given by Financial Aid prior to student refunds being processed
- Process student refunds weekly and as requested
- Assist the Director of Fiscal Services to add financial holds as necessary through each semester
- Set up the daily process which accurately determines the student's bill
- Import the Library Bursar file into Ellucian
- Perform other duties of a similar nature as directed.

### **Core Competencies/Knowledge, Skills, and Abilities:**

- Possess excellent organizational skills
- Ability to effectively manage multiple and competing priorities
- Demonstrate clear and effective written and verbal communication skills
- Provide strong and clear communication, customer service, and inter-personal skills
- Highly detail-oriented
- Self-initiative and ability to work independently
- Familiarity with internet and email protocol
- Able to cooperatively work with diverse groups of students and staff
- Understanding of general administrative processes and procedures
- Strong Microsoft Excel & Word skills
- Able to work independently
- Understanding of basic computer operations and office equipment
- Demonstrates efficient keyboard and data entry accuracy and speed

### **Workload Summary:**

*(Special physical requirements necessary for performance of the job)*

- Work is normally performed in a general office setting
- Work is conducted in a busy office environment with frequent interruptions
- This position requires light physical activity and movement

### **Disclaimer:**

Kishwaukee College is an Equal Employment Opportunity Employer and any reasonable and timely accommodations in compliance with the Americans with Disabilities Act will be made upon documented request by the employee.