Georgia State University

Job Specification

Job Title: Manager, Student Accounts

BCAT Code: 09LX06
Pay Grade: G17
FLSA Status: Exempt

Effective Date: June 1, 2011
Revision Date: July 1, 2013

General Description
Oversees the day-to-day, month-end, and year-end financial activities and operation of the Student Loans and Collections unit within the Office of Student Accounts.

Examples of Duties
- Manages and oversees the daily functions performed by Student Loans & Collections (SLC) staff.
- Hires and develops staff.
- Monitors the workflow of the system and adjusts collection strategies accordingly.
- Serves as primary advisor to the Director in the development of overall programs, the management and operations of campus based loan administration and accounts receivable collections.
- Serves as the implementation lead for all policies, procedures, and systems.
- Monitors the performance of third-party agencies conducting audits of loan billing services.
- Oversees the reconciliation of monthly financial transactions between the University General Ledger and third-party systems/services.
- Reviews accounts receivable General Ledger transactions and recommends the quarterly write-off of uncollectible accounts.
- Audits and oversees the processing of bad debt write-off accounting transactions.
- Prepares management reports, analyses, data, and information for administrative purposes.
- Establishes and maintains productive work relationships with the Office of Student Financial Aid, the Office of the Comptroller.
- Serves as a member of the Board of Regents (BOR) Regents Advisory Committee on Accounts Receivable (RACAR).
- Represents the Director of Student Accounts in meetings with the campus community as needed.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of Banner, Revenue Results collection software, and third-party campus based loan billing systems, word processing, spreadsheets, and database programs.
- Knowledge of Board of Regents (BOR), state, and federal policy concerning student loans and collections.
- Excellent customer service, interpersonal and organizational skills.
- Ability to supervise and direct the work of others.
- Ability to manage and maintain confidential information.
- Ability to communicate effectively verbally and in writing.

Minimum GSU Hiring Standards
Bachelor’s degree and three years of supervisory/management experience; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.

Office of Human Resources
Classification Section