Georgia State University  
Job Specification

Job Title: Student Accounts Specialist

BCAT Code: 09TXB2  
Pay Grade: G12  
Salary Range: Non-Exempt

Effective Date: April 1, 2007  
Revision Date: July 1, 2013

General Description
Provides information to students and other University customers on individual student accounts.

Examples of Duties
- Analyzes account problems and resolves concerns expressed by customers.
- Processes student related customer account transactions, such as refunds.
- Records customer service activities and generates reports for management.
- Credits and adjusts student accounts properly.
- Provides information to students, parents, faculty, sponsors, and to other customers on individual accounts.
- Ensures timely and accurate third-party billing.
- Meets with customers, writes letters, makes phone calls, generates reports, and creates communication products to help customers comply with fee payment policies.
- Evaluates debtor financial circumstances to determine appropriate payment plans.
- Secures a signed payment plan from debtors.
- Responds to phone, mail, and in-person inquiries.
- Assists students in resolving problems related to fee payment, refunding, fees owed the University, and student holds on registration.
- Processes customer account transactions in accordance with the applicable governmental regulations, University policies and procedures.
- Processes promissory notes, student separations, consolidations, forbearances, deferments, and exit counseling.
- Assists in training new and existing staff members.
- Participates in peak period coverage of other departmental areas as needed.
- Assists and advises management on appropriate follow-up steps needed to help customers meet Student Account obligations.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of University policies and procedures.
- Knowledge of Title IV due diligence regulations.
- Knowledge of word processing, spreadsheets, and databases.
- Ability to communicate effectively both verbally and in writing.

Minimum GSU Hiring Standards
Bachelor’s degree and one year of customer service 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