

Job Code:....101297  
Position#:(PSA) (E)  
Developed by:JS, CJ  
Reviewed by:.CJ, LK  
Approved by:.....LK  
Date:.....05/18

**UNIVERSITY OF RHODE ISLAND**  
**Position Description**

**TITLE:** Specialist, Billing and Collection  
**DIVISION:** Academic Affairs (Enrollment Services)  
**REPORTS TO:** Senior Associate Director, Enrollment Services  
**GRADE:** 8  
**SUPERVISES:** Graduate Assistants and Undergraduate Students

**BASIC FUNCTION:**

Manage the payment of tuition and fees by third-party entities, including but not limited to invoicing, payment tracking, and payment reconciliation and processing. Correspond with external agencies concerning student term account receivables and provide proof of debt. Serve as the point of contact between Enrollment Services and third-party payers (internal and external) on billing related matters.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Produce and submit invoices to third-party entities that have provided a payment authorization commitment to the University for the direct payment of all or part of a student's semester costs. Post anticipated payments and track invoices for payment. Clear anticipated payments and process payments upon receipt. Update a student's financial aid award as appropriate. Follow-up with slow payers and send past-due invoices as needed.

Establish and maintain login credentials for government invoicing portals used by the Department of Defense, ROTC, DCTAG, RIFAN, etc. Submit electronic invoices as required by these agencies.

Monitor amounts received into the University's bank account that must be applied to student term accounts. Identify and verify amounts received from the Department of Veteran's Affairs, External Collection Agencies, Foreign Embassies, State Agencies, etc. Reconcile the amounts received against the invoiced amounts, process the payments, and update financial aid awards as appropriate.

Serve as the liaison between Enrollment Services and University departments and partners who are sponsoring international students, i.e., IIE, CEG, Indonesia, etc. Process related payments and SGA-2 requisitions.

Serve as the liaison between Enrollment Services and the Office of Strategic Initiatives for programs that require invoicing for student term account payments. Process related payments and SGA-2 requisitions.

Return agency overpayments that result from withdrawal, financial aid award adjustments, tuition and fee changes, etc. Request checks from accounting via invoice voucher, prepare memo of explanation for the return, and mail check and memo to payer.

Process returned check payments against student term accounts, assess returned payment fees, and notify the affected students.

Serve as the point of contact for students in Pre-Collection Status. Provide information about payment options, and refer to a financial aid counselor when appropriate. Review and respond to requests for Pre-Collection Installment Plans, and monitor for payment follow-through. Assist with the Collection Agency submission review process.

Serve as the point of contact for Collection Agency proof of debt requests and related student billing issues.

**OTHER DUTIES AND RESPONSIBILITIES:**

Assist front desk staff with payment processing, student inquiries, and other Enrollment Services front desk services as needed.

Attend and participate in meetings related to third-party invoicing and payment processing.

Perform additional duties as required.

**LICENSES, TOOLS AND EQUIPMENT:**

Personal computers, printers, word processing, and spreadsheet software.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**QUALIFICATIONS:**

**REQUIRED:** Bachelor's degree; Minimum of three years of experience in general enrollment services administration, including a minimum of two years working with financial records; Demonstrated familiarity with spreadsheets and bookkeeping; Demonstrated understanding of financial aid award eligibility criteria; Demonstrated organizational skills; Demonstrated ability to collaborate with students, faculty, staff, and external agencies; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated analytical and decision-making skills; Demonstrated ability to interpret institutional policies, plans, objectives, rules and regulations and to communicate the interpretation to others; and, Demonstrated ability to work with diverse groups/populations.

**PREFERRED:** Demonstrated experience with PeopleSoft; and, Minimum of three years of experience in general enrollment services administration at a research university, including a minimum of two years working with financial records.

**ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.**