Job Title: Student Account Representative - Business Office

GENERAL DESCRIPTION:
Student Account Representative (SAR) provides a customer service role for students of all ages and interests with varied payment resources. The SAR is the student’s expert with an understanding of the student’s account including Tuition and Fee balances as well as Payment via Scholarship, Awards, Loans, and Payment Plans in addition to traditional payment methods of Credit Card, Checking and Cash.

ESSENTIAL JOB DUTIES:
1. Customer Service –
   a. Answers questions from students and the public regarding college fees, payments, and general college activities or processes.
   b. Maintains a detailed knowledge of all payment methods including Scholarship, Awards, Loans, and Payment Plans in order to determine correct Student Account Balance and accept payment.
   c. Processes payments via Credit Care, Checks, and Cash.
   d. Professional conduct while working with the students in person and via telephone.
2. Cash/Payment Management –
   a. Accurate handling of Credit Card, Checks, and Cash.
   b. Accurate completion of Cashier Shift Reporting.
   c. Accurate Data Entry into detailed computer system (Banner).
   d. Petty Cash transactions and reconciliation.
3. Performs various Clerical Office tasks as needed.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.)

KNOWLEDGE, ABILITIES AND SKILLS:
• Knowledge of the College and Business Office policies and procedures.
• Knowledge of cash management.
• Knowledge of office practices and procedures.
• Knowledge of word-processing and spreadsheet software such as Word and Excel.
• Ability to operate a PC, keyboard, computer, mouse and typewriter.
• Ability to operate a cash register and credit card terminal.
• Ability to make mathematics calculations and tabulations accurately.
• Ability to establish and maintain effective working relationships with employees and the public.
• Ability to complete a variety of tasks simultaneously under time constraints and stressful situations.

EDUCATION AND QUALIFICATIONS:
• High School Diploma or GED.
• Three (3) years experience in customer service, bookkeeping or strong clerical/cashier experience.

LICENSES, CERTIFICATIONS, OR REGISTRATIONS:
• None

ESSENTIAL PHYSICAL SKILLS:
• Ability to sit at a desk and view a computer screen for extended periods of time.
ENVIRONMENTAL CONDITIONS:

- Works inside an office environment.

(Reasonable accommodations will be made for qualified individuals with a disability.)

SALARY: $11.91 - $19.86 Hourly
CLOSE DATE: Open until filled
TO APPLY: Submit all materials electronically to hr@fkcc.edu

Employment Consideration Requirement: Completed FKCC Application Form, Cover Letter, Resume, Official Post-Secondary Transcripts (Copies Acceptable, if applicable) and three letters of reference.

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Florida Keys Community College is an equal access/equal opportunity institution. Discrimination/harassment on the basis of color, race, ethnicity, genetic information, sexual orientation, religion, gender, age, national origin, marital status or disability in admission to, or employment in, its education programs or activities is prohibited. Please report any form of discrimination/harassment immediately to the College's Equity Coordinator:

Lori Kelly
Director of Learning Resources and Student Success
5901 College Road
Office A205A
Key West, Florida, 33040
(305) 809-3501

Or to the Office for Civil Rights of the U.S. Department of Education.
Student Account Representative provides customer service for students with varied payment methods and requires an aptitude for detailed account transactions, data entry, and handling of credit card, checks, and cash payments. Your quality work and professional conduct will working with our students will be valued. Generous benefits package. Close date: August 15, 2012. Applications and information available at www.FKCC.edu or contact Human Resources at 305 809-3118 EOE