

CLASSIFIED RECRUITMENT ANNOUNCEMENT
Receivables Coordinator
Student Financial Assistance

Reports to: SFA Associate Director
Division: **Student Financial Assistance**
Classification: Classified
Salary: \$36,096 - \$48,432
Closes: **November 23, 2015**

Agency Profile

The Washington Student Achievement Council (WSAC) links the work of the secondary schools, higher education, and state education agencies to achieve the mission of improving educational outcomes for students at all levels. Supported by a cabinet-level state agency, the Council proposes improvements and innovations needed to adapt the state's educational institutions to evolving needs, and advocates for increased financial support and civic commitment for public education in recognition of the economic, social, and civic benefits it provides. The agency also conducts research and analysis, protects education consumers, manages the Guaranteed Education Tuition (GET) college savings program, and administers state and federal financial aid programs.

About the Division

The Student Financial Assistance (SFA) division is responsible for policy and operations related to state student financial aid. The division manages need-based grant and work study programs, merit and conditional scholarships, competitive grant programs, student loans, and other activities.

About the Position

Assists students in achieving higher education by performing oversight of the Council's financial aid repayments in the most accurate and timely manner. Independently plan, coordinate and process repayments for the programs falling under the Student Financial Assistance division. Communicate with institutions, billing service, and collection agencies on solutions to problems and discrepancies. Prepare appropriate documentation in files for audit compliance. Compile management reports for receivables data for all Student Financial Assistance receivables.

Major Responsibilities:

- Serve as the liaison between WSAC and the contracted billing service and collection agencies.
- Monitor contract deliverables with billing service and collection agencies.
- Communicate with stakeholders including students, families, and financial aid staff.
- Monitor new receivables accounts using internal and external computer systems.
- Provide accounting of all receivables information to management.
- Collaborate with internal IT staff.
- Identify program inefficiencies and suggest process improvements.

Essential Functions:

- Responsibly and accurately handle the public's money when processing financial transactions or committing fiscal resources.
- Clearly and effectively communicate, both verbally and in writing, with individuals and groups within and outside of the agency.
- Accept personal responsibility for the quality and timeliness of your work. Can be relied upon to achieve excellent results with little need for oversight.
- Build and maintain internal and external customer satisfaction with the products and services offered by the organization.
- Earn the trust, respect, and confidence of coworkers and customers through consistent honesty, forthrightness, and professionalism in all interactions.

Required Education and Experience

- Associate degree and two years of relevant experience; or four years of relevant experience.
- Proficient skills in Microsoft Excel, Word, and Outlook.
- Experience handling customer inquiries and complaints promptly, courteously, and non-bureaucratically.

Qualifications:

- Ability to multi-task, interpret rules, policies, and procedures, and to communicate in a concise, comprehensive manner.
- Detail-oriented, with ability to independently prioritize assignments and tasks in the most appropriate manner.
- Ability to work independently and use good judgment in evaluating issues and making decisions.

Preferred

- Bachelor's degree and two years of relevant experience.
- Possess knowledge/experience using account tracking system and AFRS Crystal Enterprise Reporting System.
- Direct experience with data analysis and presentation.
- Experience with process evaluation and improvement.
- Experience working in a Student Financial Aid Office.
- Experience working with Accounts Receivable.

Application Procedures

To apply for this position you **MUST** find this position and complete your profile at www.careers.wa.gov. Attach the following to your profile before completing the online application:

1. A cover letter describing how you meet the required and desirable education and experience of this position.
2. A current resume.
3. Names and phone numbers of three professional references.



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Please note: *The quality and completeness of the required application materials will be considered in determining whether candidates will move to the next phase of the screening process. Generic cover letters will be considered non-responsive and may eliminate you from further consideration. You should keep a copy of your application for your files.*

QUESTIONS?

For questions about this recruitment contact Alisha Rollins at AlishaR@wsac.wa.gov, or you may call (360) 753-7857.

The Washington Student Achievement Council is an equal opportunity/affirmative action employer and is strongly committed to enhancing the diversity of its workforce. We will provide assistance in the recruitment, application and selection process to applicants with disabilities who request such assistance. Please call (360)753-7802 as early as possible regarding any assistance you may require.