



- Participate in meetings for student accounts receivable policies and procedures, credit directives and general office procedures.
- Review financial aid awards and refunds to ensure compliance with federal and college regulations/policies.
- Confer directly with students and parents regarding unusual credit problems and propose resolutions. Ensure that staff contacts with students and parents are handled with efficiency, accuracy and diplomacy.
- Confer regularly with supervisor, other business office staff, and VSC representatives to coordinate and evaluate systems/activities/policies, exchange information, investigate and resolve problems, and explain policies and procedures.
- Deal with a variety of outside agencies and organizations on matters pertaining to student accounts.

