

Webber International University
Business Office
Student Accounts Clerk
Job Description & Qualifications

I. Receptionist & Telephone Skills

- a. Courteously greet visitors to office
- b. Knowledgeably respond to visitors' information needs
- c. Answer telephone promptly
- d. Use appropriate telephone courtesy
- e. Forward telephone calls correctly
- f. Use directories correctly
- g. Be familiar with departmental staff members
- h. Forward callers to proper campus resources
- i. Take complete, legible telephone messages and distribute to appropriate recipient
- j. Accurately take requests for student billing information in legible writing
- k. Demonstrate good spoken and written communication skills
- l. Tactfully respond to potentially contentious callers and visitors
- m. Use legible penmanship

II. Computer Skills

- a. Word processing for correspondence as response to requests for student billing information
- b. Word processing for correspondence within WIU
- c. Use tables and mail merge in Word
- d. Enter data in Excel and/or Access
- e. Proficient in use of Microsoft Office Word and Excel for multiple tasks
- f. Proficient in use of campus based software (Campus Anyware, Sage MIP Accounting Software, etc...)

III. Knowledge of Business Office Policies and Procedures

- a. Knowledge of tuition charges and course fees
- b. Knowledge of housing options and charges
- c. Properly receive and process all incoming paperwork
- d. Knowledge of and appropriate use of numerous forms
- e. Follow proper processing of student payments and information inquiries
- f. Properly refer to written policies and procedures

IV. General Office Duties

- a. Maintain strict confidentiality
- b. Reception in person, over the telephone, or responding to general inquiries via mail or email as directed
- c. Assist professional staff members as needed including filing, typing, copying, and mail delivery
- d. Assist in the accounts receivable process as directed by supervisory office staff

- e. Campus errands
- f. Mail pickup and delivery
- g. Properly maintain student files
- h. Retrieve/replace information to/from student files
- i. Process documents for daily and special mailings
- j. Photocopy forms and documents
- k. Maintain cleanliness and general office housekeeping
- l. Knowledge of office supply storage areas
- m. Operate fax machine, copier, and 10-key touch machine (or calculator)
- n. Perform other general duties as specified by supervisory office staff

V. Behavioral Criteria

- a. Demonstrate diplomacy, respect, and fairness with all students, prospective students, their families, and visitors
- b. Respectful of all faculty and staff
- c. Seek direction from supervisor and/or knowledgeable staff members on policies and procedures
- d. Follow through individual task assignments
- e. Complete all tasks in timely manner
- f. Leave any incomplete tasks in an orderly manner for next working day
- g. Maintain confidentiality of all office proceedings
- h. Proper personal hygiene, cleanliness, and attire for office environment
- i. Punctual
- j. Maintain accurate timecard on a daily basis
- k. Demonstrate schedule flexibility where possible
- l. Self-motivated worker
- m. Be receptive of constructive, instructional feedback
- n. Demonstrate willingness to continue working in office
- o. Demonstrate willingness to learn new communication skills
- p. Demonstrate willingness to learn new computer skills
- q. Provide suggestions for continuous improvement of office procedures