



**Job Specification**

**Job Title: Student Account Specialist**  
**BCAT Code: 510X GT**  
**Pay Grade: G12**

**Effective Date: April 1, 2007**  
**Revision Date: February 1, 2007**  
**FLSA Status: Non-Exempt**

---

**General Description**

Provides information to students and other university customers regarding individual student's accounts; responds to phone, mail, e-mail, and in-person inquiries.

**Examples of Duties**

- Analyzes account problems and resolves concerns expressed by customers.
- Processes student related customer account transactions (such as refunds).
- Records customer service activity and generates reports for management.
- Provides information to students, parents, faculty, and sponsors and to other customers regarding individual accounts.
- Meets with customers, writes letters, makes phone calls, generates reports and creates communication products to help customers comply with fee payment policies.
- Responds to phone, mail, an in-person inquiries and assists student in resolving problems related to fee payment, refunding, fees owed the university, and student holds on registration.
- Processes customer account transactions in accordance with applicable governmental regulations, and university policies and procedures.
- Advises management of customer feedback.
- Records customer service activity and generates reports for management.
- Assists and advises management of appropriate follow-up steps needed to help customers meet Student Account obligations.
- Performs other related duties as assigned.

**Knowledge, Skills and Abilities**

- Knowledge of University policies and procedures.
- Knowledge of Title IV due diligence regulations.
- Ability to communicate effectively both verbally and in writing.
- Proficient in word processing, spreadsheets and databases.

**Minimum GSU Hiring Standards**

Bachelor's degree and one year of customer service experience; or a combination of education and experience. Working knowledge of spreadsheet and word processing software.

*The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.*