

Receiving Teller I Quinsigamond Community College

Direct Link: <https://www.AcademicKeys.com/r?job=254870>

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Posted Mar. 26, 2025, set to expire Apr. 13, 2025

Job Title	Receiving Teller I
Department	Business Office
Institution	Quinsigamond Community College Worcester, Massachusetts
Date Posted	Mar. 26, 2025
Application Deadline	04/13/2025
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Admissions/Student Records/Registrar Fiscal Services
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Job Description	

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Receiving Teller I

Category: Administrative

Department: Business Office

Locations: Worcester, MA

Posted:

Closes: 4/13/2025

Type:

Position ID:

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General Statement

Provide excellent customer service in the area of student receivables in a fast paced environment. Assist the Student Accounts Manager in monitoring and maintaining student accounts.

Supervision Received

Report to Student Accounts Manager

Supervision Exercised

Supervise part time staff as assigned

Duties and Responsibilities

- Provide excellent phone and in-person customer service to students. Have extreme attention to detail. Research student accounts in the Student Billing, Registrar, and Financial Aid modules to resolve discrepancies to student's accounts. Process student payments (cash, checks & credit card transactions) and various other college deposits daily. Responsible for reconciliation of daily activity and bank deposit.
- Assist Student Accounts Supervisor in collection process to include overseeing In-House Payment Plan's: monitor payments received, add and remove holds, and add or void contacts to student's accounts.
- Prepare and enter general student adjusting and correcting account entries to Jenzabar/CX system.
- Assist Student Accounts Manager and Staff Accountants with clerical aspects of third party billing.
- Responsible for parking ticket payments and monthly reconciliation.
- Responsible for dental clinic deposits.
- Responsible for scanning all documents related to specific student accounts. Work with those files in ImageNow to link to student accounts.
- Responsible for the accurate filing of Business Office journals.
- Monitor Business Office email, voicemail, Ocelot Student Chat Bot and Internal Microsoft Teams chat daily.
- Open and process Business Office postal mail each day.
- Monitor returned mail and resolve discrepancies.

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- Exercises judgment in a multi-tasking environment adjusting priorities as required. Ability to work independently.
- Actively support the teaching and learning process; practicing honesty and integrity in and out of the classroom; striving to create and support a student-centered environment while fostering academic innovation and excellence.
- Work actively with other areas of the college to ensure a spirit of college wide collaboration, collegiality, civility, and teamwork. Respect the function of dissent in an academic institution while advancing a collegial atmosphere of campus collaboration.
- Embrace the ideals of diversity and inclusiveness and supporting the equal rights of all people by advancing the understanding and appreciation of differences including age, race, gender, ability, religious convictions, socio-economic status, ethnic heritage, or sexual orientation.
- Provide flexible, responsive and high quality service to all, be they students, community, or staff, and continuously assess processes and procedures and revise accordingly.
- Perform other duties as assigned

Job Requirements:

Minimum Qualifications

- Applicants must have at least (A) two years of full-time, or equivalent part-time, bank teller or clerical experience, the major duties of which involved customer service, cashiering, bookkeeping, account recording or the direct handling of funds received or paid out, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions

- A diploma as evidence of graduation from a business or commercial course of a recognized high school or vocational/technical high school may be substituted for a maximum of one year of the required experience.*
- A diploma for completion of a one-year, full-time, or equivalent part-time, program in a recognized non-degree granting business school above the high school level with a major in bookkeeping, accounting or business administration may be substituted for a maximum of one year of the required experience. *
- A diploma for completion of a two-year, full-time, or equivalent part-time, program in a recognized, non-degree granting business school level with a major in bookkeeping, accounting or business administration may be substituted for the required experience.*
- An Associate's or higher degree with a major in accounting, business administration or business management may be substituted for the required experience. *

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*Education toward such a degree or diploma will be prorated on the basis of the proportion of the requirements actually completed.

- Proficient in MS Office (Word, Excel, Outlook, Teams).

Preferred Qualifications

- Experience with automated student billing system.
- Microsoft Office Experience.
- 2 years' experience in fast paced customer service environment.
- Excellent oral and written communication skills

Additional Information:

Quinsigamond Community College is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, color, national origin, ethnicity, gender, disability, religion, age, veteran status, genetic information, gender identity or sexual orientation in its programs and activities as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and college policies. The College prohibits sexual harassment, including sexual violence. Inquiries or complaints concerning discrimination, harassment, retaliation, or sexual violence shall be referred to the College's Affirmative Action and/or Title IX Coordinator, the Massachusetts Commission against Discrimination, the Equal Employment Opportunities Commission or the United States Department of Education's Office for Civil Rights.

Quinsigamond Community College will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Diversity, inclusion, and equity are core values at Quinsigamond Community College. We are passionate about building and sustaining an inclusive, respectful, and equitable environment for all students, staff, and faculty. Every member on our college campus enriches our diversity. We support inclusion and are dedicated to ensuring equity in access to opportunities.

Quinsigamond Community College is an equal opportunity/affirmative action employer. Members of

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underrepresented groups, minorities, women, veterans, persons with disabilities, and all persons committed to diversity and inclusive excellence are strongly encouraged to apply.

Successful applicants will be required to complete a Criminal Offender Record Information (CORI/SORI) request.

To apply, visit <http://qcc.interviewexchange.com/jobofferdetails.jsp?JOBID=186703>

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Business Office
Quinsigamond Community College

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