

MSU Bookstore, Inc.
Accounts Receivable Specialist
Revised: 05/23/24

Overview

Incorporated in 1931, Montana State University Bookstore, Inc. (MSU Bookstore), is a student-faculty owned cooperative that serves Montana State University and the surrounding Gallatin Valley.

As a student-faculty owned co-op, the MSU Bookstore seeks to provide the lowest possible pricing on textbooks for our students. This is done through rebating the excess profits of previous years' sales back to our student owners through aggressive textbook discounting. This ongoing mission has allowed us to be a national leader in offering competitive course material prices to our students.

Each MSU Bookstore employee is expected to promote an atmosphere of courtesy and respect within the MSU Bookstore team by demonstrating positive leadership skills that build up the culture within the MSU Bookstore. Some of these skills include such things as collaborative problem-solving, calm, and inclusive speech, and practicing a teamwork mindset over a harsh or authoritative delegation style. It is also a baseline expectation that all MSU Bookstore employees celebrate our customers by engaging, advocating for, and contributing to the feeling of acceptance and inclusiveness for all MSU Bookstore customers and employees.

Primary Purpose

Under the direction of the Chief Executive Officer (CEO) & MSU Bookstore Controller, this position is responsible for managing the company's accounts receivable process, ensuring timely and accurate invoicing, processing payments, and following up on outstanding balances.

The Accounts Receivable Specialist is expected to have excellent attention to detail, a strong aptitude for organization and tracking deadlines, and the ability to communicate effectively with customers and internal stakeholders.

This position is required to be performed on-site and includes seasonal weekend or after-hours shifts.

Primary Duties

1. Reconciles daily cash drawers using accounting best practices.
2. Accurately prepares bank deposits for pick-up in timely manner.
3. Maintain precise records of all incoming funds including cash.

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4. Under the direction of MSU department or program representatives, sets-up and maintains all student, VA, and scholarship accounts using accurate, up-to-date, and complete information.
5. Works closely with the Assistant Store Manager to resolve transaction discrepancies.
6. Reconciles receipts and resolves irregularities.
7. Under the direction of the Controller, monitor's petty cash and orders monies from the bank.
8. Under the direction of the Controller, may reconcile the safe on a regular basis.
9. Ensures all outstanding client invoice payments are received.
10. Provides change for all registers including stadium locations.
11. Uses proprietary software to produce financial statements and reports on a weekly basis.
12. Responsible for accurately setting up all student third-party accounts including VA accounts and scholarship funds.
13. Responsible for managing the Tungsten E-Invoice system for the VA department.
14. Responsible for the collection cycle for receivable accounts including processing statements, invoices, letters, late fees, past due notifications, and negotiation with past due account fees.
15. Responds to customer needs at the accounting window including processing returns, exchanges, and issues related to student third-party accounts.
16. Works closely with vendors to collect all credits and rebates due in a timely manner.
17. Operates a cash register, performs merchandise returns and completes other tasks associated with Bookstore operations.
18. Required to comply with all federal, state, and local laws related to Title IX, mandatory-reporting requirements, FERPA, FLMA, FLSA (Fair Labor Standards Act), HIPPA, HEA, and other Federal employment, higher education, and workplace laws.
19. Demonstrates a high-level of emotional intelligence and the ability to de-escalate combative situations in a calm and collaborative manner.
20. Under the direction of the Chief Wellness Officer, maintains an up-to-date knowledge of store and campus safety procedures. Complies with all procedures to minimize risk to customers and the organization.

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21. Follows all PCI Compliance guidelines and completes annual certification requirements.
22. Required to participate in annual inventory, seasonal events, shift leader, and stadium shifts.
23. Other duties as assigned.

Position Requirements

- Associate of Science or Bachelor's degree in Accounting, Business Management or related experience.
- 2-3 years customer service experience.
- 2-3 years cash handling experience.
- 1-year minimum experience operating office equipment, including computer.
- Microsoft Office 365 experience required.
- Strong communication skills, attention to detail expected.

Preferred Experience

- 1-2 years office experience.
- Experience using inventory or POS management systems.
- Experience working in a college bookstore or other high-traffic retail environment.

Working Conditions

- May require regularly lifting up to 50 pounds.
- Role requires standing for long periods of time during shift.
- Requires a variety of repetitive motions including squatting, bending, gripping, and kneeling.
- Regular communication via phone, email, and in-person is required.

Knowledge, Skills and Abilities (KSAs):

- Excellent customer service skills, along with excellent interpersonal, written, phone and e-mail communication skills, including the ability to work with diverse populations.
- Intermediate working skills of word processing, spreadsheets, email, and database applications, typically within the Microsoft Office Suite.
- Detail-oriented with the ability to be flexible, manage multiple tasks and shifting priorities, work under pressure and meet deadlines.
- Ability to work independently, be self-directed and work as a member of a team.

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- Develops positive relationships and a positive image of the store with the campus and the community to best serve the needs of the students, faculty, staff, and community.

Diversity & Inclusion Statement:

Diversity and inclusion are integral to our mission and values. We are committed to fostering a culture where all individuals are valued, respected, and empowered to bring their authentic selves to work. We believe that diversity of experiences, perspectives, and backgrounds strengthens our organization and drives innovation. We are dedicated to creating a workplace that is reflective of the diverse communities we serve, and we actively seek to recruit, develop, and retain talented individuals from all walks of life. Through our affirmative action initiatives, we strive to ensure equal opportunity for all employees and applicants, regardless of race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, veteran status, or any other characteristic protected by law. By embracing diversity and inclusion, we are not only enriching our organization but also contributing to a more equitable and just society.