

Supv, Student Business Services

Job Code 50018637

General Description

Responsible for supervising the contracts/exemptions programs, student billing, and customer service which includes all communications to students and parents.

Examples of Duties

Research complex problems and identify changing requirements to maintain compliance with rules and regulations.

Perform analysis and provide statistical information to various entities such as budgeting, campus community/organizations and sponsor agencies.

Supervise and manage staff.

Establish new contracts with sponsors, setup vendors and configure and maintain contract rules in student accounting system.

Establish and maintain procedures and processes related to contracts and exemptions.

Record and reconcile university contract/exemption payments.

Reconcile SIS clearing accounts related to contracts/exemptions.

Approve charge adjustments and assure promptness in processing.

Provide information to students and parents regarding registration and fee payment, and refund policies.

Resolve discrepancies and questions concerning student accounts and research student billing problems.

Research and perform ad-hoc contract/exemption analysis and compile data for statistical measures, analysis and review.

Backup completion of cash blotter and make bank and state transfers.

Perform other duties as assigned.

Knowledge, Skills and Abilities

Knowledge of: generally accepted accounting principles, college and university fund accounting, record keeping, cash handling and balancing procedures and audit procedures, basic business vocabulary, variety of commercial software, including databases, spreadsheets, word processing.

Skill in: preparing reports, effectively directing the work of others, interacting courteously, determining the appropriate policy, prioritizing work load, analyzing problems and determining solutions, organizing and planning, discretion, productive use of time.

Ability to: comprehend policies, perform intermediate math, explain work assignments and policies/procedures, manage multiple tasks, prioritize work load and work under time pressures and deadlines.

Experience and Education

To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills and abilities.

Other Requirements