

MASTER SPECIFICATION

JOB INFORMATION

Date:	1/17/2018 4:07:03 PM
Official Title:	Supervisor Student Accounts Master
System Affiliation:	
Employee Category:	
Pay Grade:	Pay Grade 5
Scheduled Hours	
Job Code:	123923
Job Family:	Finance & Accounting

JOB SUMMARY

The Supervisor of Student Accounts oversees the day-to-day operations of Student Accounts ensuring the professional, efficient, and compliant processing of student accounts.

NATURE OF WORK

The Supervisor of Student Accounts is responsible for supervising daily operations pertaining to Student Accounts, including collections on accounts receivable, conferring with students regarding their accounts, resolving account problems, posting payments, processing reimbursements, performing adjustments, and maintaining related ledgers and other account actions. Additional responsibilities include supervising and directing the work activities of all assigned clerical, paraprofessional, and/or professional staff. Job responsibilities require considerable contact with students, parents, visitors and other staff members to achieve results, in addition to the ability to identify the needs or concerns of others, determine potential solutions, resolve problems or redirects issues appropriately. Work is performed under limited supervision, working from established policies and standard procedures. Problems faced in this position are varied and occasionally ill-defined, requiring analysis and interpretation of the situation. Errors could easily result in major costs, inconveniences, and disruption of services within the affected area.

Distinguishing Characteristics

Examples of Duties

Essential Functions

Supervises the functions and operations of the student accounts area, including maintaining adequate staffing levels, scheduling and supervising workloads to meet critical deadlines ensuring timely preparation of all financial statements.

Provides financial counseling for parents and students regarding payment options and payment plans; resolves problems and questions with students or parents regarding student finances.

Supervises all assigned staff, which may include planning, assigning and approving work; rewards/disciplines; responds to grievances; hires/fires (or effectively recommend); prepares and signs performance evaluations/reviews of employees.

Communicates regularly with other offices such as the Financial Aid, Registrar, and Residence Life to make the student information systems and operations current and accurate.

Oversees charges posted to a student's account by other departments and works with these departments to ensure charges are posted accurately and timely.

Provides accurate and timely student account information upon request; follows up with students regarding delinquent accounts, late fees, and financial holds.

Performs other job related duties as assigned.

Performs other functions as required or assigned. Also complies with all Policies and Standards.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

<i>Education Level</i>	<i>Field of Study</i>	<i>Req</i>	<i>Pref</i>	<i>And/Or</i>
Bachelor's degree	Accounting or other related field	X		

Additional Experience

Check here if experience may substitute for some of the above education and describe how.

X

Work Experience

<i>Experience</i>	<i>Experience Details</i>	<i>Req</i>	<i>Pref</i>	
2 year +	Accounting and/or data management experience	X		