



Classification Description

Job Title: Assistant Bursar, Student Account Services **Pay Grade: 116**

Job Code: 3524

FLSA Status: Exempt

Job Purpose

This is specialized professional work involving accounting, planning, organizing, customer service and assisting with the management of the student accounts receivable operations in the Office of Financial Services.

General Responsibilities

Essential Functions

Oversees the maintenance and reconciliation of the student subsidiary ledger accounts to the general ledger and prepares account analysis related to student accounts receivable, student accounts payable, and student third party vendors.

Coordinates the reconciliation of online student payments including all third-party student related vendors, Florida Prepaid and Web Payment Systems. In addition, will help implement and review e-market payments.

Provides accurate direction to department staff when questions arise in the processing of student account related transactions.

Hires, trains, evaluates, and provides direction to staff, as assigned.

Responsible for the administration of TIP (Tuition Installment Plan) and HIP (Housing Installment Plan) including all reconciliation and customer service activities, updating dates, ensuring files are sent in a timely fashion, marketing materials, working with vendors, and conflict resolution.

Responsible for the administration of the student refund process, including acting as the BankMobile administrator, sending files, ensuring the timely recording of journal vouchers, communicating process to other departments, etc. Responsible for all activities related to the return of Title IV & Unclaimed funds.

Responsible for daily and monthly AR processes to the general ledger.

ASSISTANT BURSAR, STUDENT ACCOUNT SERVICES

Assists in preparing and distributing student 1098T tax forms annually. Reviews IRS documentation for changes annually, creates or adjusts the parameters in Banner, runs the jobs in Banner and Appworx, and uploads files to vendor. Oversees individuals preparing manual forms and the staff providing customer services related to the forms.

Assists the Bursar in ensuring the timely production of reports and reconciliations, e.g. quarterly accounts receivable dashboard & write off analysis.

Researches assigned projects, analyzes results, and provides detailed reports of findings.

Assists in the development of and maintains procedures for assigned areas. Ensures compliance with local, state and federal regulations for area of responsibility.

Acts as the department authority in the absence of the Bursar.

Prepares department, College-wide, ad hoc and routine reports, as needed.

Prepares forms for detail code updating and establishes any new funds, as needed.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education.

Four (4) years of experience in accounting, cashiering, or related work experience. Appropriate combination of education and experience may be substituted.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.

ASSISTANT BURSAR, STUDENT ACCOUNT SERVICES

- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: January 13, 2017. Revised: November 2, 2022, and July 7, 2023.