



## Classification Description

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**Job Title:** Student Account Services Supervisor

**Pay Grade:** 112

**Job Code:** 3776

**FLSA Status:** Exempt

### **Job Purpose**

This is specialized professional work coordinating and supervising the activities of the College's Student Account Services department at all College locations. This position is responsible for the accurate and timely collection and deposit of all College Student Account Services Office receipts and collections; in accordance with College Operating Procedures, state statutes and applicable federal laws.

### **General Responsibilities**

#### **Essential Functions**

Plans, organizes, directs, and oversees the day-to-day operations and activities of the Student Account Services Offices College-wide. Ensures professional, skilled and properly trained personnel provide prompt and accurate services.

Ensures the activities of personnel assigned to the Student Account Services Offices are in accordance with the College's policies and procedures. Manages team of Student Accounts Specialists across multiple campuses, structuring work, providing guidance, motivating the team, completing performance evaluations, and ensuring compliance with policies and procedures.

Assists in the process to hire, train, evaluate, and provide direction to staff, as assigned.

Coordinates Student Account Specialist work schedules to ensure adequate coverage during normal operating hours and peak registration/payment periods on all campuses.

Balances daily receipts and credit card transactions as well as preparing daily cash recapitulation and reporting of daily operations.

Prepares deposits and assists with transfers of currency and checks via armored transport to bank and central cash vault, maintaining a high level of security.

Works with the Continuing Education departments of each school to prepare any required invoices.

Processes NSF checks and credit card chargebacks.

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Ensures monthly student statement are processed for distribution including updating statement verbiage, updating parameters in Banner, etc.

Serves as the custodian of the petty cash fund; reviews reimbursement requests, prepares check requests, reconciles the various funds, and performs monthly cash counts of the funds.

Researches and resolves student issues related to the Student Account Services Office. Analyzes and resolves complex student account issues regarding payment plans, payment deadlines, collections, registration financial aid issues, payment processing, account holds, contractual payment agreements, outside scholarships and third-party billing while working with staff, students, parents and other University departments. Elevates issues to the Assistant Bursar or Bursar as needed for final resolution.

Assists in managing the departmental email account and responds timely to and/or works in conjunction with other areas to resolve issues.

Coordinates the distribution of various employee and student checks.

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

Assists the Bursar in the development and maintenance of procedures for the department. Ensures compliance with local, state and federal regulations related to the College's Student Account Service's functions by reviewing our policies, procedures and processes to ensure they are in compliance with applicable regulations.

Establishes and ensures strong inter-departmental relationships for student account business processes, with other College departments including Admissions, Registrar, Accounting and Finance, and IT

Prepares and consistently updates the Bursar's Office Procedures Manual for area of responsibility.

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 safely 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.

Two (2) years of experience in accounting, cashiering, or related work experience. Appropriate combination of education and experience may be substituted.

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Knowledge of policy and procedures with regards to the collection of payments and cash handling.

Demonstrated experience using a personal computer, office software such as MS Office (MS Word, MS Excel), SCT Banner or equivalent software.

Ability to independently travel to all FSW campuses in Lee, Charlotte, Collier and Hendry counties.

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.
- 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.

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- 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: May 22, 2018. Revised: July 1, 2023.