



Classification Description

Job Title: Bursar, Student Financial Services (SFS)

Pay Grade: 119

Job Code: 3499

FLSA Status: Exempt

Job Purpose

This is responsible, professional work in the collection and deposit of all College receipts. Establishes and maintains strong internal controls governing all accounts receivable and cashiering functions. Ensures timely and accurate billings to students and general users of the College's goods and services and ensures that payments and credits are received and properly applied to each student's account in a timely manner. Assists in the management of relationships with third party service providers and oversees their interaction with the College's students.

General Responsibilities

Essential Functions

Coordinates College-wide accounting functions as they relate to student financial services. Ensures compliance with local, State, and Federal regulations as they pertain to student financial services.

Prepares complex financial statistical reports and comparative analysis as needed.

Maintains and develops College Operating Procedures in order to ensure compliance with College policies, State Board of Education rules, Florida Statutes, and IRS rules.

Provides direction and leadership of all financial management and fiscal policies within the Bursar Office. Oversees all activities related to cashiering and accounts receivable functions including, but not limited to, accurately assessing tuition and related fees, collection of delinquent student and vendor accounts, loan management, student refunds, student and vendor/third-party invoicing.

Manages the collection of student fees and reconciles such fees to the general ledger. Resolves all student and non-student related account balance discrepancies.

Establishes and maintains strong internal controls governing all accounts receivable and cashiering functions. Monitors inflow and timeliness of all payments including cash, check, credit card, and electronic funds transfer.

Prepares the reconciliation of the general ledger to the accounts receivable system on a monthly basis, and resolves any discrepancies found. Analyzes AR subsidiary ledger for accuracy and reasonableness. Must be able to research and resolve complex accounting situations.

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Responsible for the reconciliation of all funds received through any payment method including online registration, in person, or electronic funds transfer that is handled through the cashier office, to general ledger, student system, and bank account on a monthly basis.

Assists with the management of Banner Accounts Receivable and Financial Aid Systems. Troubleshoots and recommends corrective action for the Banner System as it relates to Accounts Receivable and other areas that interface with it.

Participates in the coordination of the receipt and disbursement of financial aid.

Assists Registrar in the development of the academic calendar. Maintains the fee tables. Plans and coordinates the financial workflow for each semester including billing, due dates, financial aid disbursements, refunding, and drops for non-payment.

Reviews the reconciliation of the Federal and State financial aid for each semester. Reviews the refunds due to State and Federal Agencies for accuracy.

Oversees the maintenance of all fee structures for College related services and updates the charge detail codes in Banner as approved by the Board of Trustees. Prepares summary of accounts deemed uncollectible which are to be written-off with the Board of Trustees approval, and calculates amount to include in the allowance for doubtful accounts at year-end.

Supervises, advises, and instructs, all accounts receivable and cashier staff in the performance of student and vendor related accounting and accounts receivable duties. Provides leadership, vision and operational oversight.

Oversees activities of third-party providers for outsourced services such as student refunds, tuition installment plans, and the collection agencies. Coordinates with other departments to ensure the proper dissemination of information from the third parties to the students.

Oversees the Electronic 1098T reporting and file submittal processes.

Oversees the Return to Title IV (R2T4) process of remitting student financial aid funds due to the Federal Department of Education.

Provides and models outstanding customer service. Must enjoy communicating with students and leaders in other departments, and have demonstrated interpersonal and communication skills.

Implements all new processes and technology, learns new systems as needed, develops reports, and validates data. Completes all necessary updates and testing of the ERP system as they occur. Adapts business processes to best utilize staff and technology.

Assists the Assistant Vice President, Finance and Accounting with all requests made for audits, and ensures all year-end preparation is completed per the year-end schedule.

Performs other duties as assigned.

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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 in business, finance, or accounting.

Five (5) years of progressively responsible full-time experience in accounting, accounts receivable or student financial aid in an institution of higher education.

Knowledge of generally accepted accounting, banking, billing and collections procedures. Demonstrated knowledge of AR methodology, principles and practices.

Three (3) years of experience in supervising accounting or cashiering functional personnel.

Three (3) years of demonstrated excellence in customer service.

Ability to foster a cooperative work environment, and create a culture in support of students.

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.
- 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.

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- 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: September 1, 2009. Revised: October 5, 2010, April 25, 2011, June 17, 2011, August 21, 2013, July 1, 2014, August 16, 2016, January 19, 2022, July 1, 2023, and November 6, 2024.