

COORDINATOR, CASHIER'S OFFICE

DEFINITION

Under general supervision, coordinates communications and information to meet student needs for registration fee policies, in accordance with state, federal, and local laws and regulations, and College policies and procedures; leads Cashier's Office personnel engaged in fee collections and related transactions. Coordinates the preparation, maintenance, and processing of account receivables, payments, refunds, and student accounts; maintains accounting and financial records.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Associate Vice President, Fiscal Services or designee. May provide technical and functional direction and training to assigned staff.

CLASS CHARACTERISTICS

This is a journey-level and specialized classification that performs a variety of professional and technical duties in support of student account activities and other College transactions in the Cashier's Office. The incumbent coordinates daily processing, record-keeping activities, and reporting requirements in accordance with federal, state, and local laws and regulations. Successful performance of the work requires extensive knowledge in financial record keeping, cash handling procedures, and student records management.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Coordinates daily functions, operations, and activities in the Cashier's Office, including preparing, securing, monitoring, reconciling, and analyzing all College collections such as tuition, parking permits, and other miscellaneous fees and payments.
2. Schedules, assigns, oversees, trains, and provides work direction to assigned staff.
3. Provides direction in financial and cash management, interprets College policies and procedures.
4. Communicates with third party contract vendors and federal and state agencies to verify deferment authorizations, arrange payments, or resolve discrepancies as needed.
5. Provides quality customer service through timely and effective communication to students and other departments regarding student account issues, policies, and procedures.
6. Handles a variety of difficult customer situations and disputes using tact, diplomacy, and patience to defuse irate/angry customers. May intervene, as necessary, on the behalf of other office staff.
7. Responds to student inquiries regarding their accounts and fees; assists students with related questions on the phone and/or in person.
8. Prepares and processes a variety of documents involved in financial transactions; records and reconciles credit card transactions.
9. Creates and maintains reports and summaries related to student accounts; reviews,

- balances, and reconciles accounts and financial reports.
10. Maintains student accounts, receives monies, clears holds if applicable, and enters appropriate data and makes adjustments as needed; reviews and cancels pending student credit card transactions as appropriate; places and releases holds for financial obligations; analyzes, places, and corrects waivers; applies holds on student records as needed; researches, authorizes, and processes student refunds.
 11. Performs specialized duties in the student accounts module within the enterprise application system including managing student accounts, performing enterprise application systems procedure testing, and setting up new fees/payment codes, as necessary.
 12. Creates processes that generate student refunds and performs other technological functions as needed.
 13. Receives, counts, and reconciles registration monies (cash and cash equivalent).
 14. Posts funds collected to appropriate accounts and categories.
 15. Verifies and reconciles revenue categories on cash summary reports, ensuring accuracy and detail for audit trail purposes.
 16. Consults and coordinates with Admissions and Records, Financial Aid, and other departments across campus on business process changes, as a result of system updates, researches these changes for potential problems, and develops and implements solutions.
 17. Provides technical and functional direction to other department staff including providing guidance and assistance in problem resolution.
 18. Exercises appropriate discretion in carrying out duties to include maintaining security and confidentiality of student account records mandated by Family Educational Rights and Privacy Act (FERPA) regulations, and in accordance with state, federal, and local laws and regulations, and College policies and procedures.
 19. Extracts and downloads information to prepare reports and audit accuracy of data.
 20. Prepares IRS form 1098-T filing information. Coordinates with third party vendor annually; prepares duplicate, replacement and corrected 1098-T forms for students.
 21. Researches and resolves issues with student accounts related to student fee processes.
 22. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
 23. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
 24. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
 25. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
 26. Prepares and delivers oral presentations related to assigned areas if needed.
 27. Learns and applies emerging technologies as necessary to perform duties in an efficient, organized, and timely manner.
 28. Performs other related or lower classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Current principles, practices, and methods of public accounting and finance in a public agency.
3. Financial operations of community college operations such as accounts receivable, tuition, financial aid, and other student fees and revenue sources.
4. Basic principles and practices of providing technical and functional direction and training to assigned staff.
5. Record keeping, information processing requirements, policies and procedures related to the maintenance of student accounts and payments.
6. Principles and practices of cash handling procedures.
7. Automated accounting application and finance systems; computer software related to accounts receivable.
8. Computer applications related to work, including word processing, database, and spreadsheet software.
9. Applicable federal, state, and local laws and regulations, regulatory codes, ordinances, and College policies and procedures relevant to assigned area of responsibility.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and staff, including individuals of various ages, abilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws and regulations, policies, and procedures of accounting and basic student account processes.
5. Coordinate and participate in the processing and verification of incoming monies and receipting processes.
6. Evaluate and make recommendations for improvements in operations, procedures, policies, or methods.
7. Establish, maintain, and research student account records and other related accounting records and files.
8. Establish and maintain a variety of filing, record keeping, and tracking systems.
9. Organize and prioritize a variety of projects and multiple tasks in an effective and

- timely manner; organize own work, set priorities, and meet critical time deadlines.
10. Make accurate arithmetic, financial, and statistical computations.
 11. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
 12. Compose correspondence and reports independently or from brief instructions.
 13. Operate modern office equipment including computer equipment and specialized software application programs.
 14. Use English effectively to communicate in person, over the telephone, and in writing.
 15. Understand scope of authority in making independent decisions.
 16. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
 17. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to an Associate's Degree in accounting, finance, business administration, or related field from regionally accredited college or university; and
2. Five (5) years of experience in accounting, finance, or cash management.
3. Experience in a Cashier's/Bursar's Office in higher education and/or a Bachelor's degree is desirable.

A Master's degree in Accountancy will qualify incumbents for an increased pay grade.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. This is primarily

a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 6/2023