



Classification Title: Manager, Student Accounts and Cashiering

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| Department: | Fiscal Services | EEO6 Code: | 1 |
| Employment Group: | Administrative Association (Classified Administrator) | Salary Grade: | 60 |
| Supervision Received From: | Director, Fiscal Services | Date of Origin: | February 2018 |
| Supervision Given: | Assigned classified, hourly, and volunteer staff in Fiscal Services | Last Revision: | February 2018 |

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Plans, organizes, manages and oversees the cashiering, student financial services and related accounting functions for the District including daily District deposits, collection of fees and fines, disbursements and loan payments; performs the more complex and responsible duties such as troubleshooting problems, resolving complex student fee disputes and monitoring the integrity and accuracy of cash handling procedures and system processes; ensures compliance with state and federal regulations, policies and procedures; and performs related duties as assigned.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. In accordance with District policies, procedures, collective bargaining agreements, and employee handbooks, interviews and participates in selecting new department or program staff; supervises and evaluates performance of assigned employees; establishes performance requirements and professional development targets; regularly monitors staff performance and provides training, coaching and mentoring for performance improvement; recommends performance recognition when warranted; with management concurrence, implements the progressive discipline process to address performance deficiencies in accordance with District human resources policies, employee handbooks, and collective bargaining agreements; responds to grievances; approves overtime/compensatory time; recommends reclassifications; performs other activities relevant to supervision of assigned employees; provides support to reporting supervisors and/or administrators regarding disciplinary actions and grievances; approves related decisions.
2. Participates in the development and implementation of goals, objectives, policies and priorities for student accounting and cash management and cashiering programs, projects and activities; recommends and administers department and District policies and procedures; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels; conducts meetings and training of staff assigned in satellite education centers/sites to provide a sound understanding of cash handling policies and procedures and ensure consistency and customer service excellence in cashiering operations in all District locations; ensures compliance with District, state and federal regulations and relevant accounting standards.
3. Monitors the Student Financials/Cashiering systems to ensure system integrity; supervises and participates in operation, maintenance and enhancements of system modules including the design, configuration and testing of processes, gateways and third-part software applications; consults with Enrollment Services and Financial Aid, Veterans' and Scholarship Services on business process changes required as a result of system updates; works with Information Systems to resolve technical problems and malfunctions.
4. Manages student financial accounts through the PeopleSoft Student Financials module; provides direct support to Enrollment Services in handling all administrative and financial procedures required to ensure completion of student registration activities through full payment; administers student receivables and communications to students including

the proper coding of registration-related charges, generating e-bills and administering the District's payment plan and other fee arrangements; creates and updates student account forms and coordinates communications to students regarding financial matters online; directs the processing and communication of student refunds; coordinates refund processes with financial aid disbursements.

5. Plans, schedules, assigns and supervises the District's cashiering and cash handling functions at the main campus including daily balancing and preparation of District deposits, collection of fees and fines, disbursement of loan payments and monitoring and control of the Revolving Cash Fund; provides functional oversight of cashiering functions performed at satellite education centers/sites; implements and maintains effective internal controls over all cash handling activities; ensures proper recording and accountability of financial transactions for registration fees, financial aid awards, refunds, billings, waivers, student accounts receivables, collections and disbursements including accurate and timely reconciliation of all receipts and deposits, refund transactions and recapitulation of end-of-day transactions; prepares and submits journal entries to properly allocate revenues where applicable.
6. Supervises accounting for all cash transactions through both electronic and manual processes and the preparation of accurate and timely bank deposits; monitors banking activity to ensure the proper posting and recording of deposits in financial systems; oversees the daily reconciliation of accounts receivables, deposits and credit card activities; performs a variety of banking transactions; analyzes data and works with Accounting staff to resolve discrepancies in the Student Financials/Cashiering systems; receives and distributes checks, change and information to appropriate parties.
7. Plans and supervises posting and accounting for all aspects of student financial transactions including fee assessments, billing processes, third-party sponsorships, collection of delinquent accounts, returned checks and other student indebtedness; conducts analyses of student charges and disputes; makes calculations and adjustments to student accounts as warranted; prepares receivables reports; monitors student financial functions to ensure compliance with District, state and federal laws and regulations with respect to cash handling, privacy, payment processing and collections; reconciles student accounts to the general ledger.
8. Manages the student financials collection process and the transfer of accounts to the California Community Chancellor's Office Treasury Offset Program (COTOP); compiles the administrative withdrawal list for Enrollment Services for non-payment of enrollment fees; prepares a variety of statistical reports.
9. Provides guidance and works with staff to resolve the more difficult problems involved in receipt and recording of revenue and analysis of student accounts; researches and works with staff of other departments to resolve problems and develop solutions to technical problems.
10. Establishes and maintains security and access to the safety vault and all District funds; disperses and reconciles change funds issued to staff at the main campus and satellite education centers.
11. Oversees the Student Financials accounting structure and general ledger interface of Cashiering transactions including charges, payments and cash receipts against the District chart of accounts; reviews and reconciles transfers from Student Financials to the general ledger.
12. Coordinates the generation and distribution of annual 1098-T Tuition Statements in compliance with applicable regulations; prepares year-end Student Financials accounting reports and reconciliations; assists with year-end activities such as accruals as needed.
13. Serves as the liaison for Student Account services with other divisions, departments and outside agencies; negotiates and resolves sensitive and controversial issues.
14. Maintains the security and confidentiality of student account records in accordance with Family Educational Rights and Privacy Act (FERPA) regulations in cooperation with Information Services and third-party payment providers.

Marginal Functions:

1. Sets up and monitors fee deferments and waivers in the system; coordinates and monitors disbursements of emergency loans.
2. Oversees the sale and issuance of staff and student parking permits and collection of parking citation fees at cashiering locations.
3. Participates in developing, coordinating and maintaining the Student Account/Registration Fees section of the college catalog, schedule of classes and other District publications; maintains and updates student payment/accounts receivable procedures on the Student Financials website and in print materials.
4. Participates in shared governance through service on planning and/or operations committees and task forces; provides

Student Financials representation on various teams involved with cross-functional procedural and systems issues.

5. Attends and participates in professional group meetings; keeps abreast of new trends and innovations in the field of accounting.
6. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Five years of increasingly responsible professional accounting experience, at least two years of which were in a supervisory capacity.

Education/Training: Equivalent to a bachelor's degree from an accredited college or university with major coursework in accounting, finance or a related field.

Licenses/Certificates: Possession of, or ability to obtain, an appropriate, valid California driver's license by time of appointment.

Preferred Qualifications:

1. Two years of experience in cash management, student financial services or in a related area.
2. Experience with PeopleSoft Student Financial and Student Records modules and with Query functions.

Knowledge of:

1. Principles, practices and procedures of general and governmental accounting, particularly involving cash management/control, accounts receivable and related accounting functions.
2. Generally accepted principles and practices of internal control and audit.
3. Functions and operations related to all phases of student enrollment and financial aid as they apply to accounting, financial and statistical recordkeeping and reporting.
4. Integrated relational billing and cashiering systems.
5. Federal, state and local rules, regulations and requirements related to assigned areas of responsibility, including applicable sections of the California Education Code, student financials, cashiering, financial aid and accounting functions.
6. Financial analysis and research techniques.
7. Customer relationship management and internal consulting concepts and practices.
8. Project management principles, practices and procedures applicable to the work.
9. Safety policies and safe work practices applicable to the work.
10. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
11. Principles and practices of public administration, including budgeting, purchasing and maintaining public records.
12. Principles and practices of effective supervision.

Skill in:

1. Planning, organizing and supervising the operations and activities of student accounting and cashiering.
2. Analyzing complex financial and statistical data and preparing accounting statements, summary conclusions and recommendations in accordance with generally accepted accounting principles.

3. Reading, interpreting, explaining and applying pertinent laws, codes, rules, regulations, policies and accounting principles, including governing board regulations.
4. Providing technical expertise and guidance to administrators concerning student accounting, financial aid, loans and cash-handling matters.
5. Preparing and analyzing comprehensive accounting reports.
6. Utilizing accounting and auditing practices applicable to public sector accounting.
7. Defining issues, analyzing problems, evaluating alternatives and developing sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
8. Developing and implementing appropriate procedures and controls.
9. Setting priorities and exercising independent judgment within areas of responsibility.
10. Presenting proposals and recommendations clearly, logically and persuasively.
11. Operating a computer and standard business software.
12. Using tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
13. Preparing clear, concise and comprehensive correspondence, reports, studies and other written materials.
14. Representing the District effectively in dealings with external organizations, students, vendors and the public.
15. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
16. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The incumbent typically works in an office or near a front counter where the noise level varies from quiet to moderate; regularly travels to locations throughout the District.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to walk and stand; use hands to repetitively finger, handle and feel computers, peripherals and standard business equipment; reach with hands and arms; and move or lift up to 25 pounds.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.