
Auburn University Job Description

Job Title:	Dir, Stu Fin Svc Billing	Job Family:	No Family
Job Code:	KB12	Grade 37:	\$68,700 - \$114,500
FLSA status:	Exempt		

Job Summary

Reporting to the Executive Director Student Financial Services, directs and oversees the sections of Student Financial Services responsible for billing, collections, cashiering, and student loans.

Essential Functions

1. Directs and maintains the Student Account Receivables module within in Banner Information System to accurately assess tuition and fees. Supervises and directs the activities of employees in Student Financial Services, particular in Billing, Account Services and Cashiering. Services as a primary representative for Student Financial Services to the Finance and Banner Student Steering Committees, OIT, and ISS. Performs ad-hoc analysis to assist university decision-makers regarding new initiatives or policies.
2. Monitors and oversees multiple payment systems daily as they interface with the Banner Student Account Receivable module as they relate to revenue collection. Responsible for ensuring that Payment Card (PCI) compliance risks are mitigated.
3. Ensures accurate billing and refund processes and their schedules. Ensures accurate semester and fiscal year end reporting to the University Controller and Budget Services for Student Account Receivables.
4. Services as liaison between University departments and colleges and the Office of Student Financial Services for centralized billing of departmental charges and training departmental users. Serves as local security administrator for Banner modules functionally owned by the Office of Student Financial Services.
5. Monitors Ellucian communications for system upgrades and patches, coordinates the testing and implementation. Researches and implements industry best practices. Develops and implements new system processes as dictated by changes in Federal and State regulations and new University policies. Services as the liaison between OIT, Ellucian and the Office of Student Financial Services to maximize effectiveness when designing system processes and reports that meet the business needs of the office. Ensures excellent service to staff and students. Maintains Student Financial Services web pages and publications.
6. Requests funds from the U.S. Department of Education for Federal Student Aid - William D. Ford Federal Direct Load Program.
7. Ensures that various benefits are implemented accurately and restrictions are imposed for the Graduate School Tuition Fellowship, Employee Education Benefit, and Department Education Benefit.

Supervisory Responsibility

Supervises others with full supervisory responsibility.

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The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.



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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Degree in Business, Finance, Accounting, Higher Education Administration or relevant.
Experience (yrs.)	7	Seven (7) years progressively responsible student financial aid experience in which two (2) years include managing an administrative function. Must have one (1) year experience directly supervising full-time employees.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of database tables structures and structured query language (SQL). Knowledge of handling Federal Student Aid Title IV funds, university policies regarding tuition structure, resignations, refunds, and penalties for non-payment.

Certification or Licensure Requirements

None Required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires sitting, talking, hearing,

Job occasionally requires standing, walking, reaching, handling objects with hands, and lifting up to 10 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 5/4/2018
