
Auburn University Job Description

Job Title:	Supv, Student Billing Services	Job Family:	No Family
Job Code:	KB10	Grade 30:	\$28,000 - \$46,700
FLSA status:	Non-exempt		

Job Summary

Oversees the prompt and accurate processing of student account payments, departmental deposits and various cash disbursements.

Essential Functions

1. Maintains an environment of strong internal controls over accuracy, timeliness of recording and securing cash transactions. Accurately maintains custody of cash and checks processed in order to balance and account for all funds at the end of each business day.
2. Makes work assignments, reviews the work of the lower level cashiers and assists in the training of new personnel.
3. Communicates and interacts by telephone, email and in person with students, parents and colleagues in a professional and tactful manner providing guidance on university procedures for payments and deposits.
4. Advises Student Financial Services administration of suspicious account activity, regulatory or procedural issues that may require system or procedural enhancements to mitigate university risk.
5. Analyzes grant, scholarship and sponsor payments made to student and third party billing accounts to ensure these are applied in accordance with University guidelines.
6. Assists other employees in Student Financial Services in resolving problems with payments or refunds. Identifies system and procedural processes that needs to be addressed to work toward improved quality, service and productivity.
7. Assists the Manager of the Cashiering area in review and correction, if necessary, of all bank reconciliations prepared by Financial Reporting. Takes direct action to correct files that are maintained with corresponding back-up information.

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

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	High School	High school diploma or equivalent
Experience (yrs.)	8	Customer service experience in a professional work environment.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Minimum Required Knowledge

Knowledge of accounting principles and practices.

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.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, talking, hearing, handling objects with hands.

Job occasionally requires standing, walking, reaching, and lifting up to 10 pounds.

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

Date: 5/4/2016
