

University of Houston – Clear Lake

Position Description

Job Title: **Business Services Rep I**

Job Code: **5820**

Pay Grade: **110**

FSLA: **NE**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	High School diploma or GED.	Some college or customer service and/or cashier-related continuing education.
Experience	Two years cash handling, bookkeeping or accounting experience in an on-line computerized environment required.	Two to three years of experience in the banking industry and/or higher education specific to cashing and customer service. Knowledge and experience in PeopleSoft Student Financial System.
License/Certification	Experience working with MS Office Suite, specifically Word and Excel.	Excellent interpersonal communication skills.

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

Reports to Director, Student Business Services. Primary functions include - perform cashing functions to process payments from students, faculty, staff and others using independent judgment; reconcile and daily balance cash drawer, prepare deposit journals and accounting cash report; disburse and/or distribute checks to students, faculty and staff; maintain student collection files among other duties. Exemplify strong dedication to outstanding customer service along with a positive and friendly attitude toward students, faculty, staff and other external customers. A high level of confidentiality is required. All other duties as needed or as assigned. Regular hours are Monday - Thursday, 8:00 a.m. - 6:00 p.m. and on Friday 8:00 a.m. - Noon. This position may require occasional overtime evenings and weekends during peak periods to serve the needs of the student population and the University. Position may require occasional travel to other campus locations as needed.

Duties and responsibilities

% Time

Promote a positive image of the Student Business Services Office when handling customer/client problems by treating each individual with respect and resolving their concerns/complaints in a professional manner. Serve as the first contact and primary source of student financial information to students, faculty and staff. Have thorough knowledge of university cashing policy and maintain the university internal controls as they relate to FERPA and other state and federal guidelines related to higher education. Collect appropriate payments via check, cash, bank draft and/or credit cards, disburse accurate funds as needed. Process payments in a manner that ensures accuracy. Prepare and submit appropriate journals, receipts to customers. Maintain an organized, clean and neat cashier counter. Re-stock service areas with student brochures, catalogues, and other pertinent information.	55
Advise, educate, and assist students with student accounts, various payment plan options, payment methods, refund process, and timeline to pay for classes/courses. Update and apply student records accurately with payments received, third party vouchers, appropriate payment plan opted by student, parking and other miscellaneous charges. Assess accuracy, completeness and conformance to university reporting and procedural standards. Ensure the security of university funds kept in the office by keeping monies and student financial records recorded, locked, and	25

secure from unauthorized access.	
Provide functional assistance with accounting for student receivables. Educate students on the importance of paying the outstanding student balances and the relevant significances of non-payment of student accounts. Respond to inquiries regarding receivables within three business days. Notify supervisor of any disputes or discrepancy on student accounts being billed on behalf of schools or departments in a timely manner.	15
Posses a thorough knowledge of student accounting system and related functions. Ensure proper accountability of daily receipts and cash for accurate balancing and reconciliation by making daily deposits, keeping the cash register current, entering all in-coming and out-going monies, and end-of-day checkout. Prepare appropriate bank deposit voucher; general ledger journals with documentation to submit to General Accounting for approval. Other duties as assigned (assist or serve on committees, volunteer and network at campus events, assist coworkers and directors with computer- and software-related questions, provide research for Director of Student Business Services, etc.)	5

This position description describes the general qualifications, duties and responsibilities of work being performed.