

JOB INFORMATION

Effective Date	8/12/2021
Job Code:	2261
Job Title:	Supv, Student Bus Svcs
Salary Grade/Structure:	030 - Admin-Professional
Career Level Name:	
FLSA Name:	Non-Exempt
EEO Code:	10-Exec/Admin/Mgmt
Job Function:	Administrative Support
Job Family:	Admin Support
Job Summary	The Student Business Services Supervisor manages all Pearland Student Business Services Office operations and duties including supervising personal in the SBS Pearland Office and SBS Clear Lake Business Service Representative I positions. This position assists the Director of SBS in all orientation functions at Pearland and Clear Lake campuses. This position is expected to be at the Clear Lake Office on Tuesdays and Fridays to provide support to the Director of SBS and employees in the Clear Lake Office. Exemplify strong dedication to outstanding customer service along with a positive and friendly attitude towards students, faculty, staff and other external customers. A high level of confidentiality required. This position will require occasional overtime evenings and weekends during peak periods and New Student Orientations to serve the needs of the student population and the University. Position will require occasional travel to other campus locations as needed.

COMPETENCIES

Competencies

Please refer to the [UHCL Human Resources webpage](#) for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred	
Bachelor's Degree		Required	or

Work Experience

Experience	Experience Details	Required/ Preferred	
Some	or equivalent years of direct experience in customer service and/or cashiering.	Required	
Some	Minimum of four years of cash handling, book keeping or accounting experience in an on-line computerized environment required	Required	
Less than 3 yrs	Minimum of three years of experience working in Student Financials student system and supervisory experience.	Required	

Work Experience

Experience	Experience Details	Required/ Preferred	
Less than 3 yrs	Minimum of three years of cashiering and customer service experience in the banking or higher education industry.	Preferred	
Some	Knowledge and experience in PeopleSoft Student Financial System.	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
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Knowledge, Skills and Abilities

KSAs	Proficiency
• Completed Leaders in Action or equivalent classes preferred.	Basic
• Secretarial Skills: Advanced experience with MS Word required. Advances experience with MS Excel spreadsheets required.	Basic
• Advanced PC computer knowledge including Word Processing. Accurate data entry skills.	Basic
• Advanced bookkeeping/accounting knowledge with analytic skills. Excellent cashiering functions – count cash and checks, verify, reconcile and, balance.	Basic
• Excellent verbal, written, and customer service skills, demonstrating a service-oriented attitude.	Basic
• Ability to handle interruptions, multi-task and maintain high level of confidentiality.	Basic
• Must be able to multi task with ease and proficiency.	Basic
• Equipment Skills : Standard PC in a MS Windows environment including Word, Excel, MS Outlook calendar; Adobe Acrobat; fax machine, calculator, telephone, data entry into PeopleSoft financial system and execution of university documents into the Peoplesoft financial system.	Basic

JOB RESPONSIBILITIES

Campus Security Authority ☐

Remote Work Capable ☐

Essential Functions

Essential Function	% TIME
• Supervisor Pearland Office and Business Service Representative I positions: Supervise, coordinate and monitor the work of personal at the Pearland SBS Office and the Business Service Representative I positions and Clear Lake Office. Manage quality and quantity of employee productivity. Responsible for hiring and dismissal of employees and initiation of disciplinary measures; keep monthly spreadsheet of leave balance updated and forward to Director of SBS; approve time and absent management requests in PeopleSoft.	15%
• Pearland SBS functions: Daily functions include, managing all the processes, activity/correspondence, and cashiering for the Pearland SBS Office. Also, e-mail correspondence for the generic SBS e-mail box. 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. Have thorough knowledge of university cashiering policy and maintain the university internal controls as they relate to FERPA and other state and federal guidelines related to higher education. Prepare and submit appropriate journals, receipts to customers. Prepare daily deposit of university funds. 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 secure from unauthorized access.	40%
• Assist Director of Student Business Services: Assist in all New Student Orientations and team members of SBS when needed in areas such as customer service, refunding, or billing. Assist in	35%

Essential Functions

Essential Function	% TIME
decision making when Director is unavailable. Attend training and conferences as available and relative to helping SBS provide excellent customer service. Work with Director to have working knowledge of all process and new procedures, including set up of Student Financials module in PeopleSoft. Help plan effective strategies for the well being of the SBS division. Review, update and verify SBS website and phone messaging to ensure information is current and accurate. Help update and create informational brochures, forms and documents.	
<ul style="list-style-type: none"> PeopleSoft Student Financials Accounting and Reconciliation: Ensure thorough knowledge of student accounting system and related functions. Ensures 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. Ensure Tax Form 8300 data is correctly recorded to submit to General Accounting for their required reporting. Ensure storing and retention of all SBS related paperwork. 	5%
<ul style="list-style-type: none"> Other duties as assigned (assist or serve on committees, volunteer and network on campus events, assist coworkers and directors with computer- and software-related questions, provide research for Director of SBS, etc.) 	5%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description