Job Title: Business Office Specialist – Grade 8  
Reports To (Title): Comptroller  
Department: Business Office  
Division: Vice President and Treasurer  
Revision Date: March 2021  
FTE: 1.00 College

Position Overview:
This position is the primary customer service representative for the department; addressing student, faculty, staff and visitor inquiries about all Business Office functions. This position is responsible for daily cash receipting for student accounts and departmental deposits, supports purchasing and accounts payable with purchase order processing; new vendor set-up and document image management. Manages Business Office communication materials including the Business Office web site, newsletters and resource materials. Support travel schedules and Business Office conference room meetings and events.

Essential Job Functions/Responsibilities:
- First point of contact for the Carleton Business Office; routinely handling phone, e-mail and mail inquiries. Must be prepared to address a wide variety of student; parent; faculty; staff; alumni and vendor inquiries; whenever possible directly serving basic needs and de-escalating concerns. Appropriate confidentiality must be maintained at all times.
- Cashier for all student and departmental cash receipts; ensuring timely and accurate deposit to accounts. Collaborate with Gift Accounting, Student Financial Services, Summer Liberal Arts Institute and other departments of the college to ensure timely & accurate cash receipting. Access supporting documentation from third party payment processors to support timely and accurate receipting for student accounts. Reconcile daily cash activity with transaction reports and transmit daily electronic bank deposits. Prepare manual bank deposits. Process credit card refunds.
- Manage cash on hand including the coordination of petty cash distributions to individuals and departments as they are approved by the Cash Manager.
- Support Purchasing and Accounts Payable processing with preparation of purchase requisitions, purchase orders and new vendor set-up.
- Support and assist student employees in their work with the Business Office including support for departmental OnBase document image processing to ensure accurate and timely document retention and retrieval.
- Support Student Accounts Receivable with general student/parent inquiries and requests for assistance with account statements. Assist Accounts Receivable with new organization set-up to support billing and collections of non-student receivables.
- Provide scheduling and administrative support for the Business Office; maintaining main phone line; appointments; calendar; mail delivery and Carleton Weekly postings as well as other signage, information and communications. Coordinate office supply orders for the Business Office team. Facilitate planning for staff meetings & coordinate events. Manage Business Office Conference Room.
- Site editor for the Business Office web site, including fillable forms, and primary coordinator for other communication materials including the Business Office brochure for New Students and Business Office brochure for Faculty & Staff.
Site editor for the Campus Handbook pages managed by the Business Office, coordinating the annual review and update process.

Coordinate the Business Office Newsletter (issued once per term), work collaboratively with peers to generate ideas and draft content.

Assist Payroll and Tax Manager with preparation of Certificates of Rent Paid for calendar year tax reporting.

Assist with the annual Audit. Responsible for preparation of all confirmation letters; organizing materials and scheduling space and services to support the engagement.

Provide support for other Business Office functions during planned and unplanned leaves. Responsibility requires a sophisticated awareness of critical Business Office functions and an inquisitive personality interested in learning.

Represent the Business Office at SAC meetings to ensure Business Office services are appropriately communicated and service enhancement opportunities are identified and brought back to the Business Office for consideration. Build campus relationships to support other Administrative Assistants in their work with the Business Office.

**Additional Job Responsibilities:**

- Serve as document manager for all Administrative functions ensuring Business Office File Management Guidelines and Document Retention Guidelines are followed.
- Provide assistance to the Comptroller for scheduling and travel planning.
- Create and maintain procedure documentation associated with the position.
- Attentive to the importance of data security especially as it relates to high risk data managed by the Business Office.
- Provide Notary services to Carleton faculty, staff and students.
- Support the testing and implementation of new technology supporting Business Office operations.

**Describe Supervision Received and Exercised:**

Position requires collaboration with all departments on campus especially Gift Accounting, Student Financial Services and Summer Liberal Arts Institute and others to ensure timely and accurate cash receipting and deposits.

Operating responsibilities include engagement with all academic and administrative departments of the college in order to ensure timely and accurate cash receipting and support for other business functions. Direct and indirect instruction provided on a routine basis for faculty, students, staff, parents, vendors and guests of the college.

This position does not exercise direct supervision.

**Education/Experience/Skills (supported by job duties):**

**Required:**

- 2-year associates degree in related field and 3-5 years of related prior experience in a business office setting is required.
- Proficient with Microsoft Office Suite including Excel; Word; PowerPoint.
- Customer service orientation with aptitude for working with both people and numbers; problem solving; organizing; prioritizing; ability to multitask while maintaining attention to detail; excellent communication skill written and verbal.
- Ability to manage time effectively, prioritizing projects and delegating responsibilities as needed.
- Excellent communication skills, verbal and written.

**Preferred:**

- 4-year degree in business related field.
- Accounting experience with a college or university or large non-profit organization is highly desired.
Enterprise System Management experience
Experience with WordPress or another website management

Other Skills/Abilities:
Strong Customer Service orientation
Willingness to mentor students and staff
Ability to work with a wide variety of people
Professional appearance and behavior
Attention to detail
Able to prioritize and meet deadlines
Ability to rapidly transition between multiple tasks on a routine basis
Ability to maintain confidentiality
Positive attitude

NOTE: This job description is not intended to be all inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.