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| Employee Name: | |  | | Fresno State ID # |  |
| Classification: | | Administrator II | | Working Title: | Director of Student Accounts |
| Prepared By (MPP/Chair): | | Tom Chacon | | Department: | Accounting Services |
| Bargaining Unit: | M80 | FLSA Status: | Exempt | Date Prepared: | 11/2024 |

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| **POSITION DESCRIPTION** |

**Overview:**

Under the general direction of the University Controller, the Director of Student Accounts performs a wide range of technical, administrative and analytical functions in support of the operations of Student Accounts, which encompasses the Student Accounts Office, Customer Service area and the University Cashiers Office. The Director provides leadership and management to staff, assists in the development and implementation of policies and procedures while maintaining regulatory compliance and modifies and initiates operational procedures to improve efficiency, meet department objectives, and identifies opportunities for staff development and improvement. This position plays a critical role in planning, development, and implementation of intra/interdepartmental initiatives and maintains liaison activities with other divisions, departments, and college areas to advance cooperative projects and/or programs designed to contribute to campus goals and objectives. In addition, this position manages student communication to ensure that deadlines and important information is sent to students in a timely fashion. The Director evaluates and updates all information communicated on the department web page for accuracy, ease of search topics, and user-friendly reading and understanding.

The Director is responsible for overseeing the day-to-day operations of student accounts including training, evaluating and supervising staff. The Director oversees the receiving and disbursing of university funds and recording financial transactions. This position is responsible for charging, collecting, receipting, and reporting all student fees in accordance with Federal, State, CSU, and University policies. In addition, the Director is responsible for ensuring the proper receipting and safeguarding of payments and deposits made to the University, distribution of payroll and non-payroll reimbursements, student tuition and fee refunds and disbursements, and promoting financial literacy by educating students with respect to their financial activities, including but not limited to; advising students of financial holds and class cancellation actions resulting from non-payment, tuition and fee waiver requests, and student loan advising.

**Duties and Responsibilities**

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

**Essential Job Functions**

1. Provide strategic and operational oversight to the Student Accounts Office and University Cashiers Office. This includes management of staff, ensuring proper segregation of duties for internal control purposes, review of work being performed, working closely with staff to evaluate processes and develop strategic improvements, and provide opportunities for the staff’s professional development or cross-functional training. Responsible for performance management of assigned staff.
2. Ensure proper assessment of student account charges, including but not limited to base tuition and mandatory fees, housing and dining fees.
3. Establish and maintain proper lines of communication with campus stakeholders to ensure that new service offerings are communicated clearly and timely to properly notify students of the changes.
4. Implement, manage and maintain all new student fees. Which include:
   1. Calculating student tuition
   2. Preparing tuition and fee waiver reconciliations
   3. Calculating and implementing fee increases based on student referendums or approval from the Fee Advisory Committee and the Board of Trustees
   4. Updating the student fees website
   5. Prepare reports on applicable fees for campus fee committees
   6. Responsible for collection of all student fees, providing financial literacy and guidance to help students maintain their financial records in good standing, and incorporating a variety of means to collect student fees when necessary, including but not limited to:
   7. Placing financial holds on student accounts for non-payment
   8. Coordinating the class cancellation process to drop students from classes due to non-payment.
   9. Expending every effort to reduce the number of students affected
   10. Working with multiple collection agencies to address outstanding debts
5. Maintain a customer service model that enables Student Accounts to provide excellent customer service to the campus community.
6. Build, enhance and maintain relationships with a variety of different offices across campus, including but not limited to Financial Aid, Registrar’s Office, Admissions, Continuing Global Education, Scheduling Office, Housing and Health Center and Technology Services in order to advance cooperative projects and/or programs designed to contribute to campus goals and objectives.
7. Loan management activities include, but are not limited to:
   1. Ensure students complete all required documentation
   2. Ensure completion of federal loan exit counseling requirements
   3. Loan repayment, deferment, consolidation and collection, along with management of the University’s agency relationships with the repayment and collection agencies
8. Participate in CSU system-wide activities for policy and procedure development and or interpretation and may present at group trainings, workshops, and meetings and sits on or lead campus committees and project teams.
9. Handle all incoming payments to the university, including payments for scholarships, tuition and fees.
10. Disburse and manage petty cash boxes utilized by various departments on campus with a focus on reducing the number of cash boxes across campus to reduce risk of theft or misappropriation.
11. Manage Transact Cashiering System.
12. Provide deposit details and activity as necessary to assist with the bank statement reconciliation process.
13. Ensure all movements of cash and checks across campus are handled in accordance with CSU policy.
14. Handle distribution of all paychecks and employee travel reimbursements.
15. Incorporate a culture of continuous improvement into all major business processes to provide first class customer service while reducing cost of operations.
    1. Continuously adopt new and innovative technologies into payment and deposit business processes to reduce the amount of cash being exchanged on campus while ensuring compliance with PCI (Payment Card Industry) standards.
    2. Continuously reduce the amount of armored transport deposit pickups required.

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| **Other Job Functions** |  |  |
| * Perform other job-related duties and special projects as assigned. | | |

Supervisory Responsibility:

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| Who supervises this position: | University Controller |
| Who is responsible for completing the performance appraisal: | University Controller |
| What other classifications does this position supervise: | classified staff |

**Required Qualifications**

**Knowledge, Skills, and Abilities:**

* Experience with working with complex ERP systems and the ability to understand both functional and technical requirements related to the system aspects of the position.
* Working knowledge of accounting and internal control principles and practices, especially as related to public universities.
* Ability to research and work with tax laws as they relate to the responsibilities of this position.
* Demonstrated ability to use appreciable judgement to interpret, apply, and develop policies and procedures.
* Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
* Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
* Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
* Demonstrated ability to maintain a high degree of confidentiality.
* Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
* Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
* Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.
* Must be willing to travel and attend training programs off-site for occasional professional development.
* Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.

**Education and Experience**:

* Bachelor’s degree in accounting, finance, business, or related field.
* Six (6) years of progressively responsible experience in accounting or closely related area with demonstrated success in supervision and first line management.

**Preferred Experience and Skills:**

* Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
* Experience tracking customer service data metrics and using the data to continuously improve business operations.
* Strong understanding of Federal and State rules and regulations as they relate to higher education.
* Previous work experience managing and safeguarding financial aid funds, including analysis and reconciliation.

**SPECIAL CONDITIONS OF EMPLOYMENT AND POSITION DESIGNATIONS:**

* The person holding this position is considered a “mandated reporter” under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in [CSU Executive Order 1083](http://www.calstate.edu/eo/EO-1083.html) as a condition of employment.
* This position will have a duty to report to the Campus Title IX Officer information pertaining to victims of sex discrimination, sexual harassment, sexual misconduct, dating/domestic violence, and stalking as required by [CSU Executive Order 1095](http://www.calstate.edu/eo/EO-1095-rev-6-23-15.html).
* This position is a "designated position" in the California State University's Conflict of Interest Code. The incumbent of this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.

**SIGNATURES**

My signature denotes that I have reviewed the duties, responsibilities, and functions outlined on the position description form and that it is an accurate statement of the duties and responsibilities assigned to this position. The position description is intended to describe the general content and essential requirements for the position and is not an exhaustive statement of duties. Management has the exclusive right to alter this position description.

Print Name Signature Date

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| Employee: |  |  |
| Supervisor: |  |  |
| Appropriate Administrator: |  |  |

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| --- | --- | --- | --- |
| Employee Name: |  | Position: | Director of Student Accounts |
| Department: | Accounting Services | Date Prepared: | 11/2024 |

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| **WORKING ENVIRONMENT** |

Check the appropriate box which most accurately describes the extent of the specific activity performed by the employee on a daily basis. If the activity is performed less than one (1) hour each day, check the N/A box.

**PHYSICAL EFFORT**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Number of hours/day | | | | |  |  | | Number of hours/day | | | | |
|  | N/A | 1-2 | 3-4 | 5-6 | 7+ |  |  | | N/A | 1-2 | 3-4 | 5-6 | 7+ |
| 1. Sitting |  |  |  |  |  |  | 12. Lifting or carrying: | |  |  |  |  |  |
| 2. Standing |  |  |  |  |  |  | | A. 10 lbs. or less |  |  |  |  |  |
| 3. Walking |  |  |  |  |  |  | | B. 11 to 25 lbs. |  |  |  |  |  |
| 4. Bending Over |  |  |  |  |  |  | | C. 26 to 50 lbs. |  |  |  |  |  |
| 5. Crawling |  |  |  |  |  |  | | D. 51 to 75 lbs. |  |  |  |  |  |
| 6. Climbing |  |  |  |  |  |  | | E. 76 to 100 lbs. |  |  |  |  |  |
| 7. Reaching overhead |  |  |  |  |  |  | | F. Over 100 lbs. |  |  |  |  |  |
| 8. Crouching |  |  |  |  |  |  | 13. Repetitive use of hands/arms | |  |  |  |  |  |
| 9. Kneeling |  |  |  |  |  |  | 14. Repetitive use of legs | |  |  |  |  |  |
| 10. Balancing |  |  |  |  |  |  | 15. Eye/hand coordination | |  |  |  |  |  |
| 11. Pushing or pulling |  |  |  |  |  |

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|  | Yes | No |
| 16. Driving cars, trucks, forklifts and other equipment |  |  |
| 17. Being around scientific equipment and machinery |  |  |
| 18. Walking on uneven ground |  |  |

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| **MENTAL EFFORT** | | | | | | |  | **ENVIRONMENTAL FACTORS** | | | | | |
|  | Number of hours/day | | | | |  | |  | Number of hours/day | | | | |
|  | N/A | 1-2 | 3-4 | 5-6 | 7+ |  | |  | N/A | 1-2 | 3-4 | 5-6 | 7+ |
| 1. Directing Others |  |  |  |  |  |  | | 1. Inside |  |  |  |  |  |
| 2. Writing |  |  |  |  |  |  | | 2. Outside |  |  |  |  |  |
| 3. Using math/calculations |  |  |  |  |  |  | | 3. Humid |  |  |  |  |  |
| 4. Talking |  |  |  |  |  |  | | 4. Hazards |  |  |  |  |  |
| 5. Working at various tempos |  |  |  |  |  |  | | 5. High places |  |  |  |  |  |
| 6. Concentrating amid distractions |  |  |  |  |  |  | | 6. Hot |  |  |  |  |  |
| 7. Remembering names |  |  |  |  |  |  | | 7. Cold |  |  |  |  |  |
| 8. Remembering details |  |  |  |  |  |  | | 8. Dry |  |  |  |  |  |
| 9. Making decisions |  |  |  |  |  |  | | 9. Wet |  |  |  |  |  |
| 10. Working rapidly |  |  |  |  |  |  | | 10. Change of temp |  |  |  |  |  |
| 11. Examining/observing details |  |  |  |  |  |  | | 11. Dirty |  |  |  |  |  |
| 12. Discriminating colors |  |  |  |  |  |  | | 12. Dusty |  |  |  |  |  |
|  |  |  |  |  |  |  | | 13. Odors |  |  |  |  |  |
|  |  |  |  |  |  |  | | 14. Noisy |  |  |  |  |  |
|  |  |  |  |  |  |  | | 15. Working With others |  |  |  |  |  |
|  |  |  |  |  |  |  | | 16. Working around others |  |  |  |  |  |
|  |  |  |  |  |  |  | | 17. Working alone |  |  |  |  |  |