

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2022**

ASSOCIATE BURSAR

FLSA STATUS: EXEMPT - PAY GRADE: 20-P

JOB FAMILY: FISCAL SERVICES JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

The Associate Bursar will assist the Bursar in the planning and management of customer service activities at campus and center locations. This position is responsible for the efficient and effective organization and operation of all functions related to the collection and deposit of student and other related monies college-wide, in addition to the functions related to the refunding of monies owed by students. This position is also responsible for identifying and managing projects to improve student satisfaction and customer experience.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Supervise the daily student refund process and monthly escheating process for uncashed refund checks. Coordinate outgoing communication efforts for the escheating process and identify areas for improvement to minimize the number of refunds sent to the State of Florida as unclaimed property each year.

Schedules staff at all campuses and centers to ensure adequate staff coverage is maintained, providing uninterrupted service to students.

Maintains NetNet QuickPay sites to meet departmental needs for non-student tuition payments.

Develops training materials to ensure compliance and security policies are adhered to. Provides training to new campus staff in Student Financial Services and Contact Center staff as needed and staff are kept updated on changes to policies and procedures.

Generates routine and ad hoc communications as needed to impacted parties via email, text, print or phone.

Collaborates with Marketing and IT departments to manage and update student information on the website.

Maintains the FSCJ student communications sections on the Communication Calendar for Students Financial Services and identifies gaps in current communication plans to support the needs of students.

Leads, monitors and analyzes all inbound student communication by phone, email, ticketing systems, students tracking systems and postal mail inquiries.

Directs Student Financials Campus offices in fiscal year end cash counts and ensures cash counts are documented for audit purposes. Ensures all cash is safeguarded and audited. Serves as main contact with armored car service vendor for transportation of cash and monitors the pick-up schedule of cash at all locations.

Collaborate with the Assistant Controller and staff to maintain up-to-date procedures and processes to ensure that the College records incoming cash promptly and accurately.

SUPERVISION RECEIVED

Supervision is received from the Bursar.

SUPERVISION EXERCISED

Supervision is exercised over assigned staff.

MINIMUM QUALIFICATIONS

A Bachelor's degree in accounting, finance or business administration from an accredited institution supplemented by five (5) years of experience in accounting, student financial operations or business administration and two (2) years of management experience.

PREFERRED QUALIFICATIONS

Previous management experience in higher education, preferably in a Student Financials setting.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

ASSOCIATE BURSAR – Page 3

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 02/2022