

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2025**

**ASSOCIATE DIRECTOR, STUDENT FINANCIAL SERVICES**

**FLSA STATUS: EXEMPT - PAY GRADE: 20-P**

**JOB FAMILY: FISCAL SERVICES      JOB FUNCTION: BUSINESS SERVICES**

**GENERAL STATEMENT OF JOB**

The Associate Director of Student Financial Services will assist the Director of Student Financial Services 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**

Supervises the daily student refund process and monthly escheating process for uncashed refund checks. Coordinates outgoing communication efforts for the escheating process and identifies 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 Neinet 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.

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Collaborates 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.

Creates a student-centric culture on campus/center that is positive and supportive.

Performs other related duties, as required.

### **SUPERVISION RECEIVED**

Supervision is received from the Director of Student Financial Services.

### **SUPERVISION EXERCISED**

Supervision is exercised over assigned staff.

### **MINIMUM QUALIFICATIONS**

Bachelor's degree in accounting, finance or business administration from a regionally accredited institution and 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 analyze and synthesize data for strategic planning, audits, and compliance reporting.

**Interpersonal Communication:** Requires the ability to effectively communicate complex financial policies and processes across diverse audiences including students, senior leaders, auditors, and peers.

**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.

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**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.

**Numerical Aptitude:** Requires the ability to manage budgets, analyze financial data, and understand institutional finance.

**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/shades of color.

**Interpersonal Temperament:** Requires the ability to manage teams and multiple stakeholders in a high-volume, fast-paced environment, and to lead during times of change.

**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

**Revised:** 12/08/2025