

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2024**

STUDENT FINANCIAL SERVICES SPECIALIST

FLSA STATUS: NON-EXEMPT - PAY GRADE: 10 - C

JOB FAMILY: OFFICE/ADMIN SUPPORT JOB FUNCTION: ADMIN SUPPORT SERVICES

GENERAL STATEMENT OF JOB

The Student Financial Services Specialist performs clerical support tasks, and interfaces with students and employees in various College departments regarding student financial transactions. This position performs computer terminal tasks related to routine and specialized transactions. Works in a lead capacity and provides basic work direction and instruction to other student financial services office personnel.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Communicates financial policies and procedures to students and families to improve their understanding of account status and financial processes. Explains how financial aid disbursements work; clarifies how residency impacts their account; and assists with payment plan questions.

Determines whether student refunds are due or debts are owed

Responds to students' inquiries received through phone, email, text, service now, QLess, or in person. Communicates through outbound methods to students about refunds, escheating, financial aid disbursements, taxes, and student account questions.

Assists with distribution of bills and other notices to students. Updates return mail service indicators.

Processes, records, deposits, and reconciles all student and non-student payments received in office or on campus.

Reviews documents received from students and records approved payment or deferment for third-party vouchers to sponsor tuition and/or books, such as waivers, homeless, Dept of Children and Families, military, and dual enrolled, employee deferments, payroll deduction, book loan authorizations (financial aid, emergency, out of period, grant, or other sponsored third party), payment agreements for prior term debts, and/or exemptions.

Conducts complex audits on student accounts, payments, and refunds; financial aid disbursements or reversal of aid; out-of-pocket payments; third-party deferments and payments; collection costs and collection status; billing questions; and veteran deferments.

Reconciles daily cashier transactions; maintains both accounting and physical controls over cash drawer; conducts cash counts; balances the draw to the general ledger; and prepares bank deposits.

STUDENT FINANCIAL SERVICES SPECIALIST – Page 2

Provides technical assistance and/or contacts for kiosk payment station issues; refunds; student ID issues; non-student payment transactions, enrollment and management of student installment plan, payments for tuition.

Interfaces with students and their families and provides information and answers to questions related to the status of financial aid checks, financial holds, student account status, refunds, documentation for financial aid requests, and other relevant transactions.

Maintains an informative student-centered Student Financial Services Office environment.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the Student Financial Services Coordinator.

SUPERVISION EXERCISED

Working in a lead capacity, provides basic work direction and instruction to other student financial services personnel, part-time cashiers, and student workers.

MINIMUM QUALIFICATIONS

Associate's degree from a regionally accredited institution and two (2) years of related experience or a high school diploma or high school equivalency degree and four (4) years of related experience.

PREFERRED QUALIFICATIONS

Associate's degree and two (2) years of related general accounting experience or high school diploma or high school equivalency degree and four (4) years of related general accounting experience.

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.

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: 08/00

Revised: 9/1/23; 2/1/24; 6/26/24