

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

**STUDENT FINANCIAL SERVICES COORDINATOR**

**FLSA STATUS: NON-EXEMPT – PAY GRADE: 15 - C**

**JOB FAMILY: MANAGERIAL/SUPERVISORY – BUSINESS  
JOB FUNCTION: MANAGERIAL/SUPERVISORY**

**GENERAL STATEMENT OF JOB**

The Student Financial Services Coordinator manages, coordinates, monitors, and analyzes student financial activity at the campus level. This position serves as a liaison between community, campus departments, and college administration.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

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

Oversees and manages the Student Financial Services office. This includes opening & distributing mail and initiating work order requests for maintenance repairs. Serves as the student financials liaison between central Bursars' office and campus leadership.

Analyzes, approves, and processes student documents, including book authorizations, third party vouchers, waivers, and student/organization payments.

Answers complex inquiries dealing with Bank Mobile, Financial Aid disbursements, refunds, tuition installment plans, 1098t's, financial holds, internal payment plans, and service indicators.

Collaborates with customers and students via emails, voicemails, inbound/outbound calls, and/or help desk tickets;

Explains how residency and schedule changes impact tuition cost

Ensures timely phone, email, text, or in person responses to students regarding student financial policy and procedures and diffuses and resolves escalated issues.

Ensures valid and effective cash management policies and procedures are followed on campus to fulfill the campus' fiduciary responsibility to handle, transport, and secure cash and other cash instruments. Reconciles daily cashier transactions; balances cash draw to general ledger.

Supervises staff and student workers to include prioritizing and assigning work; conducts performance evaluations; ensures staff are trained; ensures that employees follow policies and procedures; maintains a healthy and safe working environment; and makes hiring, termination, and disciplinary recommendations.

Enters payments, deposits, refunds, and cash advances; reconciles data; forwards documentation for imaging; and provides counsel to students regarding missing tax documents.

## **STUDENT FINANCIAL SERVICES COORDINATOR – Page 2**

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

Performs other related duties, as required.

### **SUPERVISION RECEIVED**

Supervision is received from the appropriate supervising administrator.

### **SUPERVISION EXERCISED**

Supervision is exercised over assigned staff.

### **MINIMUM QUALIFICATIONS**

High school diploma or high school equivalency degree supplemented by two (2) years of related experience.

### **PREFERRED QUALIFICATIONS**

Bachelor's degree in Business Management, or related field from a regionally accredited college or university; supplemented by three (3) years general office experience, including one (1) year of supervisory 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.

## STUDENT FINANCIAL SERVICES COORDINATOR – Page 3

**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:** 7/97

**Revised:** 6/26/24