

JOB INFORMATION

Effective Date	8/18/2021
Job Code:	2273
Job Title:	Dir Student Business Services
Salary Grade/Structure:	060 - Admin-Professional
Career Level Name:	M3 - Middle Manager
FLSA Name:	Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Finance & Accounting
Job Family:	Finance & Accounting
Job Summary	The Director, Student Business Services is responsible for daily, quarterly, and annual accounts receivable (A/R) functions of the university that includes accurate billing of accounts, management of A/R balances, management of staff, counseling students related to their balances, and providing exceptional customer service. Lead in an integral way by communicating to students, providing guidance & support to the university community. Provide process improvements, efficiencies, and resource utilization. Ensure compliance with university policies, and various state and federal regulations. Perform accounting work, including preparing & reviewing financial reports, and analyzing student financial records.

COMPETENCIES

Competencies

Please refer to the [UHCL Human Resources webpage](#) for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/Preferred	
Bachelor's Degree	in Business or related field.	Required	
Master's Degree	in Business or related field.	Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
Progressive	Demonstrated progressive experience with supervisory experience in a higher education setting, or the equivalent in education, training and experience. Must be able to exchange accurate information about financial obligations, maintaining confidentiality at all times. Superior communication and customer service skills to speak in a professional and diplomatic manner to students, parents and staff.	Required	
Progressive	Experience in a higher education setting or governmental accounting utilizing PeopleSoft. Strong analytical skills and familiarity with State of	Preferred	

Work Experience

Experience	Experience Details	Required/ Preferred	
	Texas Education and Administrative codes. Strong background in customer service. Knowledge and experience in set up of tuition and fees, student bills, collect accounts receivable and maintain accurate accounts receivable reconciliation and records.		

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
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Knowledge, Skills and Abilities

KSAs	Proficiency
• Knowledge of the Texas Education Code and various Regulations relating to tuition and other Student Business Service tasks	Skilled
• Knowledge of the cashiering functions - count cash and checks, verify and reconcile balances.	Skilled
• Skills in MS Office Software (Word, Excel, PowerPoint) and Acrobat Adobe.	Proficient
• Mathematic skills with the ability to add, subtract, multiply and divide all units of measure using whole numbers, common fractions and decimals.	Skilled
• Analytical skills used to compare rate, ratio and percentages.	Skilled
• Ability to organize, prioritize tasks, handle interruptions, meet deadlines, and maintain confidentiality.	Proficient
• Ability to understand and maintain budgets.	Skilled
• Ability to effectively communicate and interact with all levels of university personnel and external customers and provide customer service.	Proficient
• Ability to analyze, research and solve student account issues.	Skilled

JOB RESPONSIBILITIES

- Campus Security Authority
- Remote Work Capable

Essential Functions

Essential Function	% TIME
• Supervises and manages staff within Student Business Services.	10%
• Provide exceptional customer service to internal and external customers maintaining privacy of student records in accordance with FERPA regulations.	20%
• Develop and update policies and procedures related to student business services.	5%
• Responsible for university tuition and fees table set up, student bills, collect accounts receivable and maintain accurate student accounts receivable reconciliation and records.	20%
• Monitor financial aid balances, cash balances, payment plans and old accounts receivable balances with collection agencies.	10%
• Oversee process of Title IV refunds, follow up on delinquent student accounts, review and sign off daily deposit reports.	10%
• Liaison and collaborate with other departments to ensure all scheduled processes are accurate and timely.	10%
• Conduct bundle testing every semester and sign off.	10%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description
10%	