

JOB INFORMATION

Effective Date	10/12/2021
Job Code:	5820
Job Title:	Student Business Services Rep. I
Salary Grade/Structure:	130 - Support Staff
Career Level Name:	
FLSA Name:	Non-Exempt
EEO Code:	40-Clerical and Secretarial
Job Function:	Administrative Support
Job Family:	Admin Support
Job Summary	The Student Business Services Representative I is responsible for cashiering functions, daily reconciliations and balancing of cash drawer, preparing of deposit journals and accounting cash reports. This position helps to handle front-end questions and route other questions/issues to the director. Serves a high volume of traffic and helps maintain customer satisfaction, office operations, and overall student success. Serves as first point of contact and is trained in all general student financial information to guarantee all who contact the office are given the highest level of customer service.

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	
High School Diploma or GED		Required	
Associate's Degree	Some college.	Preferred	or
Bachelor's Degree	Degree in a related field.	Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
Less than 3 yrs	Minimum two years of cash-handling, bookkeeping or accounting experience in an online computerized environment. Experience working with MS Word and Excel.	Required	
Less than 3 yrs	Two years of cashier and customer service experience in the banking industry and/or in higher education. Experience with PeopleSoft Financial System. Customer service-related training.	Preferred	

Licenses and Certifications

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

KSAs	Proficiency
• Must have working knowledge of accounting principles as well as strong analytical skills.	Skilled
• Excellent verbal, written, interpersonal and customer service skills, demonstrating a service oriented attitude.	Skilled
• Working knowledge of Microsoft Office suite including; Word, Excel, and Powerpoint.	Skilled
• Ability to multi-task as well as the ability to manage competing priorities and interruptions.	Skilled
• Ability to maintain a high level of confidentiality.	Skilled
• Thorough knowledge of FERPA and other state and federal guidelines related to higher education.	Skilled

JOB RESPONSIBILITIES

- Campus Security Authority
- Remote Work Capable

Essential Functions

Essential Function	% TIME
• Customer Service and Counter Functions: Serve as the first contact and primary source of student financial information to students, faculty and staff. Collect appropriate payments via check, cash, bank draft and/or credit cards, and disburse accurate funds as needed. Process payments in a manner that ensures accuracy. Prepare and submit appropriate journals and receipts to customers. Maintain an organized, clean and neat cashier counter. Re-stock service areas with pertinent information.	50%
• Registration Functions: Advise, educate and assist students with student accounts, various payment plan options, payment methods, refund process, and timeline to pay for classes/courses. Update and apply student records accurately with payments received, third party vouchers, appropriate payment plan opted by student, parking and other miscellaneous charges. Assess accuracy, completeness and conformance to University reporting and procedural standards. Ensure the security of University funds and records are kept locked and secure from unauthorized access.	25%
• Billing, Receivable and Collection Functions: Provide functional assistance for student receivables accounting. Provide information to students on the importance of paying outstanding student balances and the significances of non-payment of student accounts. Respond to inquiries regarding receivables within 3 business days. Notify supervisor of any disputes or discrepancy on student accounts being billed on behalf of schools or departments in a timely manner. Maintain the University internal controls as they relate to FERPA and other state and federal guidelines related to higher education.	10%
• Course Fees: Assist in adding and/or updating course fees for the Spring, Summer and Fall semesters. Run daily queries and make any necessary changes at the course or class level. Work closely with all four schools regarding any changes and/or discrepancies.	5%
• PeopleSoft Student Financials Accounting and Reconciliation: Ensure proper accountability of daily receipts and cash for accurate balancing and reconciliation by making daily deposits, keeping the cash register current, entering all incoming and outgoing monies, and end-of-day checkout. Prepare appropriate bank deposit voucher and general ledger journals with documentation to submit to General Accounting for approval.	5%
• Other duties as assigned.	5%

PRE-EMPLOYMENT

MVR:	Yes
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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

