

JOB INFORMATION

Effective Date	10/10/2021
Job Code:	5822
Job Title:	Student Business Services Rep III
Salary Grade/Structure:	160 - Support Staff
Career Level Name:	
FLSA Name:	Non-Exempt
EEO Code:	40-Clerical and Secretarial
Job Function:	Finance & Accounting
Job Family:	Accounting
Job Summary	The Student Business Services Rep III maintains student accounts and is responsible for such deliverables as campus-wide cash management, cashiering, accurate and timely processing of student refunds, maintaining payment plan records, bank deposits, and supporting external collection agencies regarding past due accounts.

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	Degree in Accounting.	Preferred	
Bachelor's Degree	Degree in Accounting.	Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
Some	Minimum three years of experience with Cash management, bookkeeping, automated accounting systems.	Required	
Less than 3 yrs	Experience in a Business Office.	Preferred	

Licenses and Certifications

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

KSAs	Proficiency
• Knowledge of cashiering functions - count cash and checks, verify and reconcile balances.	Proficient
• Excellent verbal, written, interpersonal and customer service skills.	Skilled
• Thorough knowledge of FERPA and other state and federal guidelines related to higher education.	Skilled
• Advanced computer knowledge including word processing and accurate data entry skills.	Skilled
• Mathematic skills with the ability to add, subtract, multiply and divide all units of measure.	Skilled
• Advanced bookkeeping/accounting knowledge with analytic skills.	Skilled
• Ability to maintain high level of confidentiality.	Skilled
• Ability to handle interruptions and multi-task.	Skilled
• Ability to provide excellent customer service skills to university personnel and external customers.	Skilled
• Ability to analyze, research and solve student account issues.	Skilled

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
• Serves as the first contact and primary source of student financial information to students, faculty and staff. Collects appropriate payments via check, cash, cashier's check disburse accurate funds as needed. Processes payments in a manner that ensures accuracy. Prepares and submits appropriate journals and receipts to customers.	15%
• Assists, advises and educates students regarding their accounts, various payment plan options, payment methods, refund process and timeline to pay for classes/courses. Updates and applies student records accurately with payments received, third party vouchers, appropriate payments, plans opted by student and other miscellaneous charges. Assesses accuracy, completeness and conformance to university reporting and procedural standards.	10%
• Processes all refunds and ensures all refunds are accurate and timely. Coordinates all outgoing communications to students and staff regarding refunds. Responsible for resolving any issues which may arise.	20%
• Processes all student and corporate third party billings each semester. Educates students on the importance of paying the outstanding student balances and the significances of non-payment of student accounts. Responds to inquires regarding receivables within 3 business days. Notifies supervisor of any disputes or discrepancies on student accounts being billed on behalf of school or departments in a timely manner. Responsible for reaching out to rd party vendors if any issues arise.	20%
• Ensures thorough knowledge of student accounting system and related functions. Ensures proper accountability of daily receipts and cash for accurate balancing and reconciliation by making daily deposits, keeping the cash register current, entering all in-coming and out-going monies, and end-of-day checkout.	5%
• Maintains receipt of payroll checks and communications. Ensures the security of University funds kept in the office by keeping monies and student financial records recorded, locked, and secure from unauthorized access. Ensures storing and retention of all Student Business Services related paperwork.	5%
• Manages accounts which are sent to collections. This process is extensive and involves running queries and gathering a file which is researched thoroughly. Responsible for sending out three notices to students UHCL email accounts. Sends file to our collection agencies for placement.	20%

Essential Functions

Essential Function	% TIME
• Other related duties as assigned.	5%

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			

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description