State College of Florida, Manatee-Sarasota
Job Description

Job Title: Bursar
Reports to: Director of Finance/Controller
FLSA Status: Exempt
Level: 213
Position Class:

Job Summary:
This position is responsible for supervising, directing, and managing the operations of the Cashiering Office and Fee Payment as it relates to student fee issues and the collection and deposit of all College receipts in accordance with established procedures and State Regulations. This position also includes supervision of third party billing and student debt collections. It involves coordination with the offices of Enrollment Services, Educational Records, Financial Aid Services, Information Technology Services and Finance.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Directs collection of student fees, student accounts receivable, government agency and third-party vendor payments and internal agency deposits in accordance with appropriate regulations and policies and establishes internal control procedures to safeguard College resources. This includes supervising student debt collections (using a third-party debt collector) and the setup of internal payment plans for student debt as needed.

2. Establishes and monitors procedures for proper disbursement of student loans, refunds, and financial aid awards in accordance with applicable regulations and policies. Oversees changes and maintenance of the fee schedule and assists with the posting of information and announcements both on the SCF portal and through targeted emails.

3. Hires, supervises, evaluates, and coaches staff under supervision in the performance of student related accounting and accounts receivable duties. This includes oversight of the student accounting function (including third party billing) and the student debt collection function.

4. Manages and directs overall operations of the Cashiering Office and Fee Payment to ensure that all student related account discrepancies are resolved in a timely and efficient manner.
and that consistent optimum service is available.

5. Ensures proper recording and accountability of financial transactions for registration fees, financial aid awards, refunds, billings, waivers, student accounts receivable, collections and disbursements. Responsible for the reconciliation of all moneys received through any payment method including online, mail, EFT, and in person, to include the receipt, posting, and necessary return of all Chapter 33 VA payments.

6. Makes recommendations on proposed changes to policy and establishment of new, improved procedures. Responsible for training and dissemination of information for Banner upgrades to all Cashiering and Fee Payment office staff. Assists Financial Aid Services staff with troubleshooting, testing and implementation of corrective actions for the Banner process.

7. Coordinates with the offices of Educational Records, Financial Aid Services, Enrollment Services, Information Technology Services and Finance to establish void for non-payment dates and other fee payment and disbursement schedules as necessary. Assists the College Registrar in the development of the academic calendar to establish void, fee payment and disbursement schedules for the refunding of all grants, loans, and scholarships.

8. Prepares year end accounting reports, agings and reconciliations as required; assists with year-end activities such as accruals. Manages the 1098-T tax form reporting and file submittal processes. Oversees all activities related to the collection and disbursement of student refunds through BankMobile, and the distribution of information to pertinent parties.

9. Attends or conducts staff and other professional meetings to exchange information.

10. Performs other duties as assigned.

Job Qualifications:
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• **Education/Experience:**
  Bachelor’s degree from an accredited four-year college or university with a degree in Accounting, Business Administration or other related field and three or more years’ related experience and/or training, or equivalent combination of education and experience.

• **Supervisory Experience:**
  Three years’ direct supervisory experience, including responsibility for performance management, training and coaching.

• **Language Ability:**
  Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or government regulations. Ability to write reports, business correspondence and procedures manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.
• **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to compute rate, ratio and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

• **Reasoning Ability:**
  Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to work with formulas, scientific equations, graphs, musical notes, etc.

• **Computer Skills:**
  Working knowledge of spreadsheet software, current College database, word processing, database, presentation, internet and email software; previous College database for historical data.

• **Certificates and Licenses:**
The job requires the employee to be bondable. Attendance at annual meetings of the Florida Association of Bursars and Student Accounting Administrators (FABSAA) is recommended to stay current with trends and to network with other Bursars in the Florida College System.

**Responsibility for People and Property:**
Manages and directs the overall operations of the Cashiering Office and Fee Payment.

This position handles substantial sums of cash, checks and credit card transactions on a daily basis and is responsible for reconciling all cashier windows and depositing monies to the bank. The range of transactions varies, often time involving several thousands of dollars daily.

**Responsibility for Communication:**

• **Internal Contacts:**
  This position has extensive contact with the offices of Educational Records, Enrollment Services, Financial Aid Services, Information Technology Services and Finance, and occasional contact with all other departments of the college as necessary. This position also has extensive contact with students.

• **External Contacts:**
  This position has contact with the College’s internal auditor, the State Auditor, Veteran’s Administration, 3rd Party Vendors, banks and College hired courier.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderate.
**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is routinely required to use manual dexterity and talk or hear. The employee is frequently required to stand, walk, sit, reach with hands and arms, and lift up to 10 pounds. Special vision requirements include close, distance, color and peripheral vision, depth perception and ability to adjust focus.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. **Mission and Goals:** Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. **Service Excellence:** All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding service excellence to everyone they serve including students, the community, and fellow employees in accordance with Pride in Excellence standards as listed:

   **RESPECTFUL**
   - Act in a courteous manner
   - Actively listen to gain full understanding
   - Demonstrate awareness of “everything speaks”
   - Show empathy and caring

   **RESPONSIVE**
   - Approach people in an inviting and pleasing manner
   - Take ownership of actions and decisions
   - Plan, anticipate, and be forward thinking
   - Answer and return phone calls and emails
   - Use proper communication etiquette
   - Banish the phrase “not my job”
   - Provide assistance to all inquiries and follow through

   **ACCURATE**
   - Do it right the first time
   - Be knowledgeable of product and how it interfaces with others
   - Ask probing questions
   - Use resources effectively and efficiently

   **COLLABORATIVE**
   - Participate in teams
   - Develop team skill sets
   - Learn available resources to be responsive to your constituents
   - Develop internal and/or external connections

3. **Grooming and Appearance:** State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College
personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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