



JOB TITLE: STUDENT BUSINESS OFFICE SUPERVISOR

Classification: Supervisor
Salary Range: 27

Retirement Type: PERS*
Revised/Board Approved: February 22, 2022

BASIC FUNCTION:

Under general supervision, the Student Business Office Supervisor oversees the overall operations of student financial services, billing/receivables, and cashiering functions of the Cashier's Office. This position supervises student collections and performs the more difficult and responsible duties such as trouble-shooting problems, resolving complex student fee disputes, and monitoring the integrity and accuracy of cash handling procedures.

REPRESENTATIVE DUTIES:

Schedules, trains, supervises, and evaluates the work of staff working in the Cashier's Office. Develops and implements office goals and objectives in accordance with statutory rules and procedural requirements for the Cashier's Office. Regularly monitors staff performance and provides coaching for performance improvement and/or development.

Oversees day-to-day operations of the Cashier's Office. Develops operational policies and procedures in consultation with supervisor to ensure accurate and efficient delivery of services to students, faculty, staff, and the community at large. Responds to questions, requests, problems, and advises departments on policies and procedures of the Cashier's Office.

Oversees the operations of student-related financial services, including billing and receivables and cashiering functions of the college. Ensures compliance with college, state, and federal regulations and standard accounting procedures.

Directs collection of student fees and accounts receivable in accordance with appropriate regulations and policies (i.e., COTOP). Establishes internal control procedures in consultation with supervisor to safeguard college resources. Authorizes staff to grant exceptions for payment plans, fees, and/or deferral of fees. Reviews more complex cases and lifts holds, as appropriate.

Troubleshoots problems related to cash receipts, data entry errors, individual student accounts and refund checks. Reconciles the collection and disbursement of funds for petty cash accounts, parking permits, student bills, registration fees, waivers, 1098T's, and other financial transactions as needed. Identifies and resolves student account discrepancies. Works with ITS to set up relevant tables and modules to ensure accurate billing and rebilling, as needed. Manages applicable sales, payments, and related reporting.

Manages and monitors the disbursement of financial aid, student loans, refunds (including positive pay refunds and financial aid refunds), and financial aid awards in accordance with applicable regulations and policies. Resolves collection discrepancies, fraud alerts, and related customer issues. Coordinates with Admissions & Records and Financial Aid to ensure accuracy of student accounts. Provides detailed student financial aid details to Fiscal Services for final reconciliation.

Organizes cashiering workflows to reduce long service lines during peak student registration times. Optimizes security procedures for daily cash collection deposits and coordinates scheduled bank truck transactions.

Prepares year-end accounting reports and reconciliations in accordance with federal, state, county, and District requirements. Assists with other financial year-end activities. Provides accurate documentation and support for various audits within areas of oversight.

Monitors the District's collections at local bank accounts and initiates transfers to the County of Los Angeles Office of Education. Facilitates the transfer of cash between bank accounts to recover student refunds and other expenses.

Ensures that public information regarding student business operations are accurate and up-to-date (i.e., student registration fees, refund policies, related webpages and District publications.)

Reconciles credit card transactions, bank deposits, departmental receipts, disbursements, and currency.

Attends and participates in related committees, seminars, and workshops.

Performs other related duties as assigned or requested.

JOB QUALIFICATIONS:

Education and Experience:

Bachelor's degree in Accounting, Business Administration, or closely related major and six (6) years of direct, increasingly responsible experience in accounting, audits, and/or working in a Cashier's Office; or

Associate's degree in Accounting or related business major and six (6) years of direct, increasingly responsible experience in accounting and/or audits plus two (2) years of supervisory or management experience.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Knowledge of generally accepted accounting principles and internal control procedures.

Knowledge of managing financial data and related enterprise financial systems (i.e., Colleague).

Knowledge of applicable sections of State Education Code, regulatory compliance laws, and other significant rules and/or filing requirements for a public agency.

Knowledge of principles and practices of effective supervision.

Knowledge of business data processing and principles of fiscal management.

Abilities/Skills:

Ability to accurately analyze a variety of administrative problems and personnel issues and adopt an effective course of action.

Ability to supervise and coordinate the work of staff fairly and equitably.

Ability to establish and maintain cooperative and effective working relationships with students, other employees, and the general public.

Ability to read, interpret, apply, and explain District rules, regulations, policies, and procedures.

Ability to prepare clear, concise, and complete financial documents, statements, and reports.

Ability to identify technical accounting and operational issues and opportunities and make sound recommendations to improve student services within areas of responsibility.

Ability to exercise tact and diplomacy in dealing with sensitive and complex issues, situations, and individuals.

Ability to meet schedules and critical deadlines.

WORKING CONDITIONS:

Dexterity of hands and fingers to operate a keyboard.

Hearing and speaking to exchange information in person and on the telephone.

Sitting for extended periods of time.

Seeing to read a variety of materials.

High volume of telephone usage.

May be exposed to confrontational situations when explaining or implementing departmental or campus policies, procedures, or state/federal laws.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.