University of Maine

Job Description

TITLE: Coordinator of Cashiering and Collections

DEPARTMENT: Office of the Bursar

DATE: 05/25/2021

REPORTS TO: The Assistant Bursar for general direction and evaluation and for coordinating operational assignments and work activities.

**Purpose: Provides administrative and management support for** the day to day administration of all Bursar subunit processes, functions and procedures and related software applications with a specific focus on cashiering and student accounts receivable collections.

**Essential Duties & Responsibilities:**

* Coordinates all activities related to the billing and collection of student accounts receivable including preparation and delivery of billing statements and collection letters, financial holds, refunding of excess financial aid, placement of accounts with collection agencies, and interactions with credit bureaus and State of Maine Bureau of Taxation.
* Communicates with students and parents, answering inquiries and hearing financial appeals and billing concerns such as: interpreting UMaine System and campus financial policies related to student financial accounts; creating and approving exception payment plans; authorizing/denying the release of financial holds; reviewing and approving fee waiver appeals; authorizing manual refund checks.
* Coordinates and supports cashiering activities, including scheduling of front end cashiers, reviewing daily cashiering activity, opening and closing cashiering offices, review and approval of daily income statement journal entry.
* Creates and maintains database tables and coordinates with other departments to ensure proper and timely assessment and billing of student tuition and fees.
* Tests, implements and documents new business processes relating to cashiering, student billing and collections.
* Coordinates with Bursar and Senior Data Analyst regarding database tables and coordinates with other departments to ensure proper and timely assessment and billing of student tuition and fees.
* Maintains and updates procedure documentation related to the Bursar’s Office cashiering and collection activities.
* May perform Cashiering functions on an as needed basis.
* Participates and represents the Office of the Bursar at campus and System meetings.
* Develops and maintains professional relationships that reflect courtesy, civility, and mutual respect.
* Builds productive relationships with internal and external constituencies.
* Utilizes coaching and mentoring methods which provide an environment that is anticipatory, supportive, and encourages constructive feedback on performance.
* Commits to organizational improvement by identifying opportunities to improve, and recommending possible alternatives for a situation.
* Perform other reasonably related duties as assigned by the Assistant Bursar or Bursar.

**Knowledge & Skill Qualifications:**

Required:

* Associate’s degree required and typically has 3-5 years of professional experience.
* Demonstrated working knowledge of Microsoft Word and Excel.
* Excellent interpersonal, communication, and analytical skills.
* Strong attention to detail and organizational skills.
* Ability to handle multiple tasks.
* Ability to work independently and as a member of a team.

Preferred:

* Three to five years of experience in customer service.
* Familiarity with Oracle/PeopleSoft.
* Previous experience with Bursar operations or in a Business office setting.
* Previous supervisory experience.

**Supervisory Responsibility:** This position will be responsible for supervising 2 classified (CL3) staff members.

**Work Environment:** Day-to-day operations are dynamic and diverse. Nature of the work is cyclical and work can be stressful, often requiring attention to more than one priority at the same time, especially around the start of a new semester. A high level of interaction with diverse populations is often required.

**Work Year: Full-time, fiscal year.**

**Work Schedule:** Normal University of Maine business hours are Monday through Friday 8:00 a.m. to 4:30 p.m. Due to the nature of the position, work beyond regular hours (to include evenings and weekends) will be necessary to meet the requirements of the position. The employee shall establish regular office hours and in consultation with the supervisor, adjust the work schedule as appropriate.

**Position Type:** On-going, base-budgeted.

**Schedule for Evaluation:**  In Accordance with UMPSA Agreement.

**Job Family/Salary Grade:** 9/03

Appropriate background checks are required.

All UMS employees are required to comply with applicable policies and procedures, as well as to complete applicable workplace related screenings, and required employee trainings, such as Information Security, Safety Training, Workplace Violence, and Sexual Harassment.