CASHIERING SERVICES COORDINATOR

BASIC FUNCTION:

Under the direction of the Associate Registrar, provide technical cashiering expertise, identify technical problems and perform various cashiering and accounting duties; review requests for refunds; train and provide work direction and guidance to assigned personnel. Perform a variety of administrative and cashiering duties. Develop and analyze data; carry out complete segments for cashiering services; perform research and special projects for assigned area; implement and oversee cashiering processes or task elements; assist managers with a broad range of reports, schedules and activities. Perform cashiering services with college-wide accountability.

REPRESENTATIVE DUTIES:

1. Provide technical direction and information on issues pertaining to the interpretation of cashiering guidelines and policies; research, interpret and clarify policies as requested
2. Serve as technical resource for Cashiers on an ongoing basis, assisting with questions and problem-solving at the cashier desk.
3. Oversee the collection and security of enrollment fees and other monies according to established procedures.
4. Review electronic cashiering transactions to ensure system capture and accuracy. Identify problems and refer issues to appropriate department or individual.
5. Convey district, college and department policies and procedures as needed to staff and customers.
6. Facilitate cashiering services, including billings, collections, deposits, reconciliation’s and other activities; oversee the posting of student accounts.
7. Reconcile daily cashier sales reports, bank deposits and electronic charges and transactions.
8. Analyze student refund requests; determine eligibility and amount of refunds; request, reconcile and monitor refund monies; audit and research student accounts and calculate ending balances; resolve formal disputes according to established procedures.
9. Perform a variety of complex administrative and program support activities.
10. Train and provide work direction and guidance to assigned personnel.
11. Monitor and update the Third Party Billing (TPB) system; assure procedures are followed by TPB users; assure accuracy of payments of government-funded grants to student accounts.
12. Accumulate, review, present and follow-up on billing to various outside agencies.
13. Set up and operate cash register; collect monies for a variety of purposes, student activities and other District program fees.
14. Operate a variety of machines and equipment including credit card authorization machine; operate a computer and other office machines as assigned.
15. Prepare and maintain a variety of records and reports. Serve as resource to others for data, research, special projects, schedules and other information pertaining to assigned area.

16. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

1. Principles of training and providing work direction to assigned staff.
2. Accounting practices and procedures.
3. Cashiering procedures and techniques including electronic transactions
4. Modern office practices, procedures and equipment.
5. Record-keeping techniques.
6. Interpersonal skills using tact, patience and courtesy.
7. Oral and written communications skills.
8. Operation of a computer and assigned software.

ABILITY TO:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, cultural, disability, religious background and sexual orientation of community college students, faculty and staff.
2. Perform various cashiering and accounting duties including identifying transaction errors and working with appropriate departments and individuals to resolve issues.
3. Review student refund requests.
4. Train and provide work direction and guidance to assigned personnel.
5. Make arithmetic computations with speed and accuracy.
6. Maintain records and prepare reports.
7. Operate a computer, cash register and other equipment.
8. Plan and organize work.
9. Establish and maintain cooperative and effective working relationships with others.
10. Communicate effectively both orally and in writing.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: Three years general cashier experience.

WORKING CONDITIONS:
ENVIRONMENT:
1. Indoor work environment.

PHYSICAL ABILITIES:
1. Hearing and speaking to exchange information.
2. Dexterity of hands and fingers to operate a cash register and computer keyboard.
3. Sitting or standing for extended periods of time.
4. Seeing to read a variety of materials and to count money.

DATE APPROVED: March 2006
RANGE: N-46
EEO-CATEGORY: H-40