Specialist, Cashier Services

FLSA Status: Non-Exempt
Pay Grade: 10
Job Title ID: 164502
Job Series/Job Family: Business Services Series / Cashier Family

Reports To

Cashier Manager

Job Purpose

To oversee disbursements, collection, and receipt of College funds.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Assists in preparing and updating work schedule for Cashiers.
2. Assists Cashier Supervisor in all cashier office daily operations. Advises and provides problem-solving assistance to college staff and administrators, coordinates with various college areas including Admissions, Registrar and Financial Aid; provides direction and advice regarding routine and non-routine student financial matters.
3. Maintains, balances, and replenishes petty cash fund and is an authorized signer to transactions. Ensures fiscal integrity of petty cash and vault funds; coordinates daily back office operations including check disbursement, logging and posting of payments; parking permit refunds; and collection payments.
4. Provides high quality customer service to everyone served by Cashier Office, including those needing account information and clarification. Provides students and staff with accurate information and assists in rectifying issues/problems.
5. Provides support to Cashier Manager and Supervisors in developing or writing of training objectives, materials, and procedures.
6. Assists Cashier Manager with testing of software products, researching system issues, and coordinating with third party vendors on student issues.
7. Assists in developing, monitoring, and evaluating cashier office business processes relating to student receivables. Assists with monitoring and evaluation of internal control system.
8. Coordinates with help line to maintain current cashier information and assist help line management with cashier related training materials.
9. Serves as backup for Supervisor or other cashiers. Insures record management standards are adhered to and communicated to staff.
10. Assists in communicating information to cashiers as directed.
11. Ensures fiscal integrity of petty cash and vault funds; coordinates daily back office operations including check disbursement, logging and of payments; parking permit refunds; and collection payments.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Principles and practices of accounting.
- Intermediate cash handling policies and work practices.
- Advanced reconciliation policies and practices.

- Invoice preparation.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships
- Handling money with exacting accuracy.
- Effectively leading and monitoring the work activities of others.
- Using initiative and resourcefulness, working independantly in a fast-paced, multi-tasking enviornment.
- Responding professionally, effectively, and efficiently to customer service requests.
- Organizing work and working without frequent direct supervision.

Computer Skills

Required

- Demonstrated proficiency using standard office software applications.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is primarily performed in a standard office environment

Work Experience

Required

- Two years related work experience with prior cash handling or teller experience.

Preferred

- Three or more years related work experience in cash handling or as a bank teller, including at least one year in a lead position in customer service, accounting, banking, or cashiering. Familiarity with or experience in higher education.

Education

Required

- High school diploma or equivalent with completion of basic college level accounting courses.

Preferred

- Associate's degree in Finance, Business Administration, or Accounting.

Other

Required

- Reliable transportation for travel within the ACC District.

Preferred

- Knowledge of ACC Administrative Rules, College catalogue, course schedule, federal and state regulations, and/or department procedure manual.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.