



**DATE ISSUED:** 05/13  
**FLSA:** Exempt  
**PTO:** VCS

## **JOB DESCRIPTION**

### **TITLE**

Assistant Director of Student Accounts & Collections

### **JOB SUMMARY**

The Assistant Director performs highly responsible and confidential fiduciary, supervisory and analytical work for the Office of the Bursar. The Assistant Director will lead the Bursar staff to centrally manage and strategically approach the collection of student accounts receivables for a diverse population of students across all campuses while maintaining excellence in customer service. This position will assist the Director with the oversight of all departmental cash handling responsibilities, training and compliance for all three campuses. The Assistant Director will oversee the day-to-day operations of accounting, invoicing, and cashiering functions, third party sponsorships, and assure the internal control of large sums of currency, accurate recording and reconciliation of all university receipts and deposits, refund transactions and the daily recapitulation of all end-of-day reports. This position assures University compliance with state and federal regulations and standard accounting procedures, as well as ensuring the security and confidentiality of student personal and financial information. Other responsibilities include, collection efforts of delinquent accounts annually and will serve as the primary liaison with third party collection agencies for placements and support. Work is performed under administrative supervision with broad latitude for initiative and independent judgment and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* Director of Student Accounts & Bursar

*Supervises:* May supervise accounting/clerical positions within Bursar's Office

### **ESSENTIAL DUTIES - May include, but not limited to the following:**

- Assists the Director with departmental operations and acts in Director's stead as required.

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- Assists the Director with developing departmental policies and procedures that assure effective and Fair Debt Collection Practices Act (FDCPA) compliant debt collection efforts and outcomes.
- Collaborates with the Director, Controller and General Counsel to assure compliance concerning General Ledger matters, bankruptcies and audit reporting.
- Prepares and maintains invoicing code tables, assessments rules, and billing modules in the Student Financial System to assess all student's tuition and fees as mandated by legislation and/or the TWU Board of Regents.
- Collaboratively manages customer service, scheduling and training to provide leadership and service and continuous accuracy, efficiency & satisfaction improvement.
- Provides support and assistance to account analyst by serving as primary mediator in addition to providing staff with knowledgeable information related to specialized programs such as Veteran Affairs, International Education, Study Abroad, Alliance, Distance Education, SPEC/ROTC registrations, athletics, and related communication programming.
- Maintains a functional understanding of fiscal standards, policies, and procedures; provides appropriate information and training as well as policy implementation, compliance, recommendation and training.
- Assists with the support of all areas of accounting, financial analysis, system processes, and procedure documentation for reliability, efficiency and internal control.
- Organizes and conducts billing verifications, reviews, audits, and student guidance/advisement related to student accounts receivable.
- Conducts accurate financial analysis, calculations and adjustments as required.
- Directs, coordinates, maintains, and provides technical assistance for the Student Financial System, online payment gateway and refund disbursement programs.
- Supports and ensures the invoicing of student related charges submitted by other departments.
- Ensures the proper retention of all documentation, correspondence, reports and records within University state guidelines.
- Administers all student related third-party invoicing including Corporate Sponsors, Department of Assistive and Rehabilitated Services (DARS), Texas Prepaid Tuition Plans, Embassies, School Districts and Veteran's Administration.
- Ensures the timely issuance and collection of all third party invoices and maintenance of supporting documentation.
- Assures that all cash handling complies with university, state, and federal regulations.
- Assists with the development, maintenance and implementation of the Cash Handling Training module and scoring.
- Ensures accountability of university daily deposits within established departmental guidelines and performs various audits of deposits and supporting documentation.
- Facilitates and conducts in-house personalized training for University departments as related to cash management.
- Coordinates with university departments to insure timely, efficient and effective cash collections operations.

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- Ensures the security of university funds by keeping monies and financial records protected from unauthorized access.
- Manages all University debt collection efforts of tuition and related fees, returned checks, institutional emergency loans, and other outstanding student indebtedness.
- Reviews collection agency success rates to ensure optimum performance for cash collections.
- Develops creative solution-oriented campaigns that identify and encourage students to resolve their past due accounts receivable while emphasizing the importance of taking responsibility for managing financial obligations to the college.
- Serves as a TWU liaison with various third party service solution providers.
- Collaboratively manages the student refund disbursement program and card office in compliance with Department of Education Federal Regulations.
- Assists the Director in the preparation and review of data for the annual 1098T Tuition Statements.
- Makes recommendations and assists with implementation, maintenance, modifications, and upgrades related to various office software and support programming, including the testing and functionality of screens and processes, customized programming and SQL reporting TEST and PRODUCTION environments.
- Researches, analyzes, and troubleshoots processes and technical problems encountered in the Bursar's Office and collaborates with the Office of Technology for corrective action.
- Plans, organizes and directs efforts to effectively increase the efficiency of Bursar's Office systems and operations.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ADDITIONAL DUTIES**

- Assists with the content management and maintenance of the Bursar's Office website.
- Provides Bursar representation on various teams involved in cross-functional system and procedural issues within the University.
- Assists with data analysis and preparation for the Integrated Financial Reporting System (IFRS), Sources and Uses Schedules, and Annual Financial (AFR) pertaining to tuition, fees, waivers and exemptions.
- Performs periodic reviews of financial reporting and accounting processes to maintain proper accounting functions.
- Assists with the external and internal audit processes.
- Assists in the development and communication of student financial information to various audiences.
- Serves as liaison with the Register, Admissions Processing and Financial Aid Offices, and other university departments to insure efficient and effective customer relations.
- Monitors and maintains supply inventories for the Cashier's offices on three campuses

- Participates on special projects as assigned.
- Performs other duties as requested.

### **EDUCATION**

Bachelor's degree in Accounting, Business, Management, Public Administration, or related field of study. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis.

### **EXPERIENCE**

Three year's progressively responsible experience in the area of cash collections or treasury management. University or College work history, familiarity with Texas Code and knowledge of the higher education industry is preferred.

### **REQUIREMENT**

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

### **KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

- Ability to prioritize, organize, delegate and effectively complete assigned duties and responsibilities, conceptualize and prioritize objectives, and exercise independent judgment.
- Ability to manage tasks effectively in an often fast paced work environment with heavy focus on proficiency, accuracy and quality customer service.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to provide administrative guidance within area of responsibility, providing direct training and supervision as needed.
- Working knowledge of accepted accounting/bookkeeping principles and methods and terms, preferably with an emphasis on college and university accounting.
- Demonstrates expert knowledge and understanding of all phases and processes related to student's enrollment, from admissions application to graduation, in order to maximize customer service efficiency.
- Knowledge of the higher education industry and the Texas Education Code as related to student financial services.

- Knowledge of supervision practices and techniques, management principles, state and federal laws, state labor laws, regulations, etc.
- Detail oriented with a strong work ethic.
- Functional knowledge of state and federal laws affecting University Accounting.
- Knowledge of general collection and billing procedures.
- Skilled aptitude for the analysis and interpretation of accounting and financial data.
- Skill in developing and maintaining effective working relationships with peers and subordinates.
- Possesses a thorough knowledge of general office procedures and practices.
- Skilled knowledge of the use of personal computers and other office equipment.
- Skillful knowledge of the use of Microsoft Office Suite programs.
- Strong written, verbal, and interpersonal communication and problem resolution skills are essential.
- Ability to use a personal computer and other office equipment, including related university software and email.

### ***PHYSICAL DEMANDS***

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

### ***WORK ENVIRONMENT***

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

### ***SAFETY***

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

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*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_

***Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.***

***All positions at Texas Woman’s University are deemed security sensitive requiring background checks.***