



**TEXAS WOMAN'S**  
UNIVERSITY™

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**FLSA:** Exempt

**PTO:** VCS

## ***JOB DESCRIPTION***

### ***TITLE***

Director, Student Accounts & Bursar

### ***JOB SUMMARY***

Responsible for overseeing the collection and recording of all university funds for student accounts as well as departmental revenues to ensure accurate financial reporting. Performs successful management of billing, cash handling and accuracy in both the Colleague Student Financial System and the translation of revenue into the Oracle financial general ledger accounting system. Provides leadership, training and guidance for the Bursar's Office staff to achieve excellent customer service for students, parents and internal/external customers. Coordinates the disbursement of student refunds in accordance with US Department of Education guidelines. Independent thought and judgement is required as well as personal initiative in completing required and assigned tasks. Work is performed independently under the general supervision of the Assistant Vice President, Controller 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:* Assistant Vice President, Controller

*Supervises:* Assistant Director, Student Accounts & Collections, Senior Student Account Analyst

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

- Directs the operations of the Bursar's office and maintains effective policies and procedures to assure the accountability and security of all university cash transactions and student financial records.
- Assists with the preparation of annual financial report pertaining to tuition and fees. This includes reviewing deferred revenue activity, tuition discounting, preparing a report of aged accounts receivable for write-off consideration and recording bad debt expenses at year-end to ensure accurate reporting.

- Prepares and maintains all tuition/fee invoicing tables, assessment rules and billing modules in the Student Financial System for the calculation of student charges as mandated and in accordance with state guidelines and TWU policies.
- Develops and monitors TouchNet online payment systems, including emergency loans and installation payment plan available to students.
- Responsible for overseeing student delinquent accounts collections. Manages all student related third-party invoicing related to the collection processes. This includes submitting outstanding delinquent accounts to the State Comptroller's Office placing the account on State Hold.
- In conjunction with the Financial Aid Office, assure all disbursements of federal funds are in compliance with the US Department of Education Federal regulations. Maintains procedures for efficient processing of student refunds and to assure continuing compliance with federal regulations.
- Responsible for generating, reviewing and annually filing federal 1098T Tuition Statements with the IRS.
- Develops and implements departmental standards, processes and acquires appropriate technology for the acceptance of credit card payments across three campus locations in accordance with changes in the Payment Card Industry Data Security Standard (PCI DSS).
- Establishes online departmental merchants to accept online credit payments and recording of payments in Oracle Financial Accounting System
- Researches, analyzes and troubleshoots processes and technical problems encountered by the Bursar's Office with the Office of Technology to resolve issues in the Student Financial System.
- Assures collection of delinquent student accounts are effective and in compliance with the Fair Debt Collection Practices Act (FDCPA) and to keep the default rate low for the institution by continuing to communicate financial literacy to the students.
- Ensures accountability of daily university deposits in accordance with departmental guidelines and performs various audits of deposits and supporting documentation.
- Supervises, mentors and trains employees to assure competent, efficient and professional staff with customer service skills to collect student accounts receivable.
- Assure that all University cash handling complies with university, state, and federal regulations.
- Monitors and reviews federal and state regulations that stipulate specifications for required policies and procedures related to financial reporting.
- Oversees the maintenance of student accounting records in accordance with generally accepted accounting principles and university policies.
- Continues to provide excellent customer service.
- Reviews business practices for improvements in efficiency.
- 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**

- Manages content and maintenance of Bursar's Office website.
- Develops and communicates student financial information to various audiences through multiple mediums including written and verbal presentations.
- Records and processes Dallas and Houston Campus departmental deposits.
- Performs other duties as requested.

### **EDUCATION**

Bachelor's degree in business or related field of study. Master degree preferred.

### **EXPERIENCE**

Five years of progressively responsible experience including supervisory duties in the area of cash collections and customer service. Higher education work history, familiarity with Texas Education Code and regulatory policies of the Texas Higher Education Coordinating Board 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 plan, direct and evaluate a complex operation, using human resources, time, funds and other resources for the accomplishment of long-term and short-term goals of the institution.
- Ability to provide effective leadership while conducting multiple complex assignments in an environment that is always challenging is essential. Maintaining professionalism, proficiency and composure is expected.
- Ability to manage tasks effectively in an often fast paced work environment with heavy focus on proficiency, accuracy and quality customer service.
- Ability to establish and maintain effective work relationships with students, faculty, staff and the public.
- Ability to prioritize, organize, delegate and effectively complete assigned duties and responsibilities to meet deadlines.
- Demonstrates knowledge and understanding of all phases and processes related to a student's enrollment, from admission application to graduation, in order to maximize customer service efficiency.

- Working knowledge of generally accepted accounting principles (GAAP) and methods and terms, preferably with an emphasis on higher education accounting.
- Exercises detailed knowledge and sound judgment to assure ongoing compliance with legal, policy and procedural standards established at Federal, State and institutional levels.
- Knowledge of US Department of Education guidelines for refunding Title IV student financial aid. Thorough understanding of annual Form 1098T tax reporting to IRS.
- Knowledge of credit card industry processing and security of individual data.
- Knowledge of the State of Texas Education Code including exemptions and waivers; familiarity with Bursar's Office functions with other campus offices and locations.
- Ability to create tables in and interpret Colleague Student Accounting System.
- Ability to create/maintain TouchNet transactional activities to ensure the accuracy of the student accounting data and departmental revenues.
- Knowledge of state and federal standards, policies and procedures for accounting and financial reporting.
- Knowledge of general invoicing and collection practices and procedures.
- Strong written, verbal, and interpersonal communication and problem resolution skills are essential.
- Skilled aptitude for the analysis and interpretation of accounting and financial data.
- Ability to troubleshoot billing and student coding to solve incomplete student billing invoices.
- 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.

*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.***