



DATE ISSUED: 09/15
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Director of Student Accounts & Bursar

JOB SUMMARY

The Director of Student Accounts & Bursar oversees the collection and recording of all university funds for student accounts as well as departmental revenues, including the development and management of payment systems and processes for online and in-person payments. The position manages the billing, testing, and collection of all student tuition and fees across three campus locations. The position insures the 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. The position provides leadership, training and guidance for the Bursar's Office staff to achieve excellent customer service for students, parents, and internal customers of the university. The position also coordinates the disbursement of student refunds in accordance with Department of Education guidelines. Work is performed under administrative guidance 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: Associate Vice President, Finance, Controller & Treasury

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

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

- Directs 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.
- Prepares and maintains all tuition/fee invoicing tables, assessment rules and billing modules in the Student Financial System for the assessment of student charges as mandated and in accordance with state guidelines and TWU policies.

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- 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.
- Performs and maintains procedures for efficient processing of student refunds in compliance with Department of Education regulations.
- Develops and monitors online payment systems and installation payment plan for students.
- Ensures the annual production and accuracy of federal 1098T Tuition Statements and filing with the IRS.
- 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.
- Manages all student related third-party invoicing and collection processes.
- Assures collection of delinquent student accounts are effective and in compliance with the Fair Debt Collection Practices Act (FDCPA).
- 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.
- 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, Management, Public Administration, or related field of study.

EXPERIENCE

Three years of progressively responsible experience including supervisory duties in the area of cash collections and customer service. . University or College 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 and often stressful 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
- Ability to conceptualize and prioritize objectives, and exercise independent judgment in fast-paced environment.
- 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 accepted accounting/bookkeeping principles and methods and terms, preferably with an emphasis on college and university 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 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 establish installment payment plans in Touchnet Payment Gateway.

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- Ability to create/maintain Touchnet Marketplace merchants.
- Ability to inquire and record data in Oracle Financial General Ledger Accounting System.
- Knowledge of supervisory practices and techniques, management principles, state and federal labor laws, regulations, etc.
- Functional knowledge of state and federal laws affecting University Accounting.
- Possesses a thorough knowledge of general office procedures and practices.
- Knowledge of general invoicing and collection practices and procedures.
- Skillful knowledge of the use of Microsoft Office Suite programs.
- 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 trouble-sheet 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.

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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.