



**TEXAS WOMAN'S**  
UNIVERSITY™

**DATE ISSUED:** 08/12  
**FLSA:** Non-Exempt  
**PTO:** COVS

## ***JOB DESCRIPTION***

### ***TITLE***

Senior Student Account Analyst

### ***JOB SUMMARY***

This position performs accountable, precise and proficient financial analysis of all student scheduling, related tuition and fee billing, financial aid awards, exemptions, waivers, payments, and refunds for accuracy and compliance. This position requires an understanding of generally accepted accounting practices. Responsibilities also include the precise and efficient handling of very large sums of money, timely and accurate receipting and reconciliation of all student payment transactions, all University departmental deposits, the daily preparation of all bank deposits, the detailed reconciliation of all transactions, and the completion of end-of-day reports. This position requires the development of a complete understanding of all aspects related to a student's enrollment from the application process, through graduation to include, admissions, registration, student accounts receivable, financial aid, student academic and financial aid eligibility standings, state and federal regulations, exemptions, waivers, international education, housing, food plans, scholarships, third party sponsorships, and pre-paid tuition. Work is performed under general supervision 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:* Bursar

*Supervises:* Student assistants as assigned.

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

- Performs simultaneous interactive customer assistance including financial analysis on the phone and face-to-face, written and verbal communication and interaction with all components of the University community.

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- Assists students seeking information regarding all financially related aspects of student billing and payments to include, financial aid, waivers, exemptions, audits, refunds, tuition rebates, and room and meal and other information.
- 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.
- Processes, prepares and reconciles all university payments and departmental deposits and completes and prepares end-of-day bank deposits, reconciliations and reports.
- Manages all returned payments, including correspondence, and the submission of eligible transactions with the District Attorney's office and place registration restrictions on student information system.
- Maintains a comprehensive understanding of information, training, and student advisement related to special programs to include, Veteran Affairs, International Education, Study Abroad, Alliance, Distance Ed, SPEC/ROTC registrations, athletes, and related communication and programming.
- Provides support and assistance with the application, analysis, billing and reconciliation of third-party sponsorships.
- Supports and co-manages office administration, supervisory discretion, and associated decision making in the absence of the Bursar and/or Assistant Bursar.
- Supports and cooperatively manages the overall functionality of the office including, but not limited to, billing, payments, applications for admission, transcript and diploma services, information updates, as well as maintenance all archival records and information.
- Collaboratively manages customer service and scheduling and training to provide leadership and service and continuous accuracy, efficiency & satisfaction improvement.
- Performs evaluation, analysis and processing of withdrawals, drop/add, tuition and fee billing, financial aid, housing and food services, applications for admission, course registrations, bad debt collection, student related information, and other areas.
- Maintains a functional understanding of fiscal standards, policies, and procedures; provides appropriate information and training as well as policy implementation, compliance, recommendations and training.
- Conducts the cross training of others in all departmental functions, processes and procedures, under the direct supervision of the Bursar and/or Assistant Bursar.
- Conducts the support and training of other departments in cash handling policies and procedures to assure compliance and accuracy.
- Facilitates the management and reconciliation of the third party service related solutions such as Payment gateway, debit card refund disbursement program, collection agencies and serves as a liaison with the third party provider when required.
- Manages customer/student satisfaction survey and conduct, interprets, analyzes, and makes recommendations for improvements related to office functions/performance and related satisfaction.
- Provides internal professional development support and training related to all aspects of front-desk, online, and phone service for all Bursar office functions.
- Makes recommendations and assists with implementation, maintenance, modifications, and upgrades related to various office software and support programming, including the

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testing and functionality of screens and processes, customized programming and SQL reporting in TEST and PRODUCTION environments.

- Prepares and maintains correspondence to students, debtors and corporate entities for current and past-due balances.

### **ADDITIONAL DUTIES**

- Assists in the preparation of Bursar communications.
- Assists in Bursar related federal, state, and internal reporting preparations; internal and external audit preparation; historic and current student records maintenance and proofing of all related publications as assigned.
- Contributes to and prepares documentation for all Bursar related functions and operations at all new student orientation and workshops, as well as other Admissions related transfer and new student presentations.
- Assists with the material and content and maintenance of all policies, procedures, and training manuals in print, online and information in other public venues/formats.
- Contributes to and routinely review the Bursar's Office website for accuracy, functionality, and content updates/edits/revisions.
- Assists in the institutional distribution of Bursar's Office related policies, procedures, and deadlines to campus community.
- Perform other duties as requested.

### **EDUCATION**

High school diploma or equivalent required. Bachelor's degree preferred.

### **EXPERIENCE**

Three years of progressively responsible clerical, office, customer service, and computer-related experience. Experience in financial analysis and a general knowledge of accepted accounting practices. University or college setting work history preferred. Supervisory experience 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:**

- Knowledge of the higher education industry as related to student financial services.
- Skilled experience in the use a personal computer and other office equipment.

- High level of proficiency and knowledge of office practices and methods.
- Moderate proficiency in Microsoft Office Suite programs.
- Ability to perform multiple and varied tasks in an intensely stressful and often challenging environment while maintaining professionalism, proficiency and composure is essential.
- Possesses the ability to perform in a professional and composed manner in confrontational situations and peak volume periods.
- Ability to communicate effectively orally, by phone, in person, and in writing.
- Ability to represent the department and University in a friendly, courteous, and professional manner.
- Ability to coordinate and maintain effective work relationships with other employees, providing direct instruction or supervision as assigned.
- Ability to prioritize, organize, delegate and effectively complete assigned duties and responsibilities, conceptualize and prioritize objectives, and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to evaluate and assess internal and external office procedures and implement new policies to reflect changes in procedures.
- Ability to work cooperatively with co-workers to research, develop and employ best practices, department goals and objectives.
- Ability to create and manage tables, charts, statistics, and make recommendations for performance goals, objectives and outcomes.
- Ability to obtain the skills required to support all web-based service solutions for the department and maintenance of the Bursar's website.
- Ability to conduct the mentoring, guidance, coaching, team building and training of current and new employees.
- 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.

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**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.***