

PROGRAM ADMINISTRATOR (BURSAR OPERATIONS)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Manager-Fiscal Operations WCC, an incumbent of this class directs the activities of the Bursar's Office at Westchester Community College. Responsibilities involve managing and participating in the receipt, accounting, deposit and reporting of student tuition and fees and other various miscellaneous revenues paid the college by cash, check, and credit card; ensuring activities are in accordance with SUNY guidelines and meet state and federal procedures and reporting requirements. Other responsibilities include working closely with the Manager in developing and implementing policies and procedures relating to Bursar operations and coordinating work with academic deans and college officials in departments such as the Business Office, Financial Aid and Registrar to ensure relevant information regarding tuition, student fees as well as course drops/adds is effectively communicated. Supervision is exercised over clerical support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises and participates in the receipt, accounting, deposit and reporting of student tuition and fees and other various miscellaneous revenues paid by cash, check, and credit card; ensures that all laws, rules, regulations and policies regarding the Bursar function are adhered to by subordinate staff;

Assists in the development and implementation of office policies and procedures, ensuring coordination with departments within the College, as well as with banking institutions;

Supervises the processing of tuition and fee refunds; ensures staff is following appropriate safeguards and protocols and that all records are documented for each transaction on the student's account;

Uses the PeopleSoft database management system to track accounts payable, payment vouchers, cash receipts (including detailed items such as insufficient funds), etc. in order to research and rectify problems; consults with the Manager on non-routine issues to discuss resolution thereof;

Uses the PeopleSoft database management system to track on line student accounts and ensures accurate interface with interrelated system modules including table updates and the development of new account coding as necessary;

Serves as the lead for the Bursar's Office when software upgrades and patches are made to the Student Financial Systems module in the PeopleSoft database by testing database elements and implementing all new processes;

Works substantively with banking institutions by using automated interfacing systems to research and/or rectify billing issues or errors, and in the detection of fraud;

Takes corrective action regarding fraudulent credit card activity by dealing with banking institution(s) and alerting appropriate staff in the Business Office for account reconciliation purposes;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Supervises cashier operations for Westchester Community College, including on campus and off campus locations; ensures consistency in the application of departmental policies;

Oversees deposits of cash, checks and credit card charges to banks to ensure proper recording, and to assist in determining the cash flow position of the institution;

Ensures the safe keeping of collected fees, and schedules staff to work with armored car service vendors for pick-ups during registration;

Supervises the college tuition billing process;

Prepares monthly statements of tuition for credit courses, non-credit courses and miscellaneous revenues;

Maintains automated records for credit and debit notices received and implements necessary actions;

Maintains files of student tuition payment records including county chargebacks, third-party setup, processing refunds, and returned checks;

Plans record-keeping and unit work procedures;

Trains new cashiers in the operations of the unit in accordance with established rules and procedures;

Uses computer applications or other automated systems such as word processing, calendar, email and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the methods and procedures used in the collection of monies and the keeping of financial records; good knowledge of student financial aid practices and procedures; working knowledge of modern database management systems, particularly those used at academic institutions, such as PeopleSoft; ability to interpret and apply laws, rules and regulations as they relate to the collection and recording of tuition fees and other payments; ability to prepare and/or present factual reports in a clear, concise and effective manner; ability to supervise and coordinate the work of subordinate staff; ability to read, write, speak, understand and communicate sufficiently in English to perform the essential functions of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; initiative; integrity good judgment; accuracy; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and three years of experience where the primary function of the position was in the field of education, one year of which must have been in a professional accounting capacity at a post-secondary institution.

SUBSTITUTIONS: Satisfactory completion of 30 credits towards a Master's Degree* in Educational Administration or Finance may be substituted for one year required experience. Candidates must possess the one year of experience in a professional capacity at a post-secondary institution.

*SPECIAL NOTE: Education beyond the secondary must be from an institution recognized or accredited by the Board of Regents or the New York State Education Department as a post-secondary, degree-granting institution.