Position Title: Student Financial Services Lead

Job Bulletin Number: 103327

Classification: Administrative Analyst/Specialist Exempt Level II

Department: Financial Services

Full/Part-time: Full-time

Employment Type: Probationary/Permanent

Bargaining Unit: CSUEU, Unit 9

Pay Plan: 12 month

Salary Range: $4,693 - $8,242 per month. Hiring salary anticipated to be $5,800 - $6,400 per month commensurate with education and experience.

Benefits: Premium benefit package includes outstanding health, dental and vision plans; life and disability insurances; pension (CalPERS); tuition fee waiver; and 14 paid holidays per year. See our benefits website for additional information.

Pre-Employment Conditions: Background including fingerprinting

Closing Date: Open until filled. A review of applications will begin Thursday, December 16, 2021 and the review period may end at any time thereafter.

HOW TO APPLY: Interested parties should submit the Cal Maritime Employment Application, a cover letter and resume. Apply on-line at http://www.csum.edu/web/hr/careers.

ABOUT THE CALIFORNIA STATE UNIVERSITY MARITIME ACADEMY:
Established in 1929, California State University Maritime Academy, a campus of the California State University, is the only degree-granting maritime academy on the West Coast. Located on a scenic waterfront site in Vallejo, the campus serves a student population of approximately 1100 undergraduates and 50 graduate students. The campus currently offers undergraduate degrees in Mechanical Engineering, Facilities Engineering Technology, Marine Engineering Technology, Marine Transportation, Global and Maritime Studies, and Business Administration. A master’s degree in Transportation and Engineering Management is offered as well as a number of extended learning programs and courses.
**POSITION SUMMARY:**
The Student Financial Services Lead is responsible for the coordination and operational control of all the functions of the Cashiering, Accounts Receivables and Disbursement units of the Student Financial Services Office. The incumbent is directly involved in the planning and development of all the procedures and policy recommendations related to student financial services. In addition, the incumbent is directly responsible for the planning, development, implementation and maintenance of the CashNet Cashiering system, Online Fee Payment Application, and Student Financials Module in PS Campus Solutions.

**MAJOR RESPONSIBILITIES:**
Coordinate and provide lead direction for the various functions of the Student Financial Services Office.

- Provide lead work direction, train, and monitor the work of the Student Financial and Cashier Accounting Technicians. Assist the University Controller with evaluating work performance and establishing priorities and timelines for tasks.
- Interpret federal, state and other agency regulations, policies and procedures.
- Interpret and apply CSU and campus fee policy to setup semester tuition and mandatory registration fee calculation and fees for housing, meals, parking and other charges.
- Setup semester board and stored value plans and import student plans to Blackboard.
- Research, develop and implement campus policies and procedures related to student registration, financial aid, student finance, and other related student activities.
- Develop internal campus workflow schedules for Student Financials related to timing of registration, billing, fee due dates, enrollment cancellation, financial aid disbursements and refunds.
- Monitor the Cashier Office functions, review postings, process voids as required and ensure daily work interfaces to general ledger for main campus cashiers and satellite cashiering locations.
- Provide direction and coordination with other Financial Services personnel related to cash and credit card reporting, student refunds and financial aid disbursements and refunds.
- Evaluate and coordinate resource needs.
- Review and update functional processes to ensure systems are set up to achieve desired results.
- Design and deliver customer service initiatives.
- Ensure proper recording to the general ledger by reconciling student fees, deposits and clearing accounts on a monthly basis.
- Reconciliation required for student fees reporting, census, student fee waivers, etc.
- Properly record and adjust fees, apply waivers, payment application, setup installment and third-party contracts.
- Monitor student accounts receivable and enrollment cancellation process.
- Coordinate with Registrar’s Office after certification for correct account adjustment and payments for veteran students participating in the 911/GI Bill benefits program.
- Coordinate with the Director of Financial Aid, the timing and correct application of financial aid to student accounts.
- Process student refunds within federal financial aid guidelines.
- Process student refunds for general payments, refunds for extended learning courses and corporate refunds.
- Monitor tuition calculation and record pro-rated fees for students who withdraw from the university as well as verify financial aid adjusted as appropriate. Adjust board and stored value plans.
- Review daily bank postings and ensure proper recording in CASHNet.
- Manage dishonored payments in CASHNet and/or PeopleSoft.

Maintain and enhance Cash Receipts System (CashNet), Online/Web Fee Payment Systems & delivered PS Student Financial application.

- Create CASHNet reports for scheduled email delivery to various departments on campus.
- Preform CASHNet system implementation, upgrade and maintenance.
- Perform PeopleSoft Student Financials module implementation, upgrade and maintenance.
- Preform Blackboard system implementation, upgrade, and maintenance for board plans and stored value funds for students and campus departments.
• Work with IT and consultants to develop and maintain custom reports for student accounts receivable, housing assignments, and medical insurance waivers.
• Work with IT and consultants to manage file exports and transfers to/from subsystems to the general ledger.
• Implementation of progressive technological advances and utilization of Oracle and baseline processes.

**Tax reporting oversight**
• Direct the tax recording and reporting for eligible educational payments received, or amounts billed, for qualified tuition and related expenditures and financial aid disbursements required to be filed with the 1098T Tuition Statement.

**REQUIRED QUALIFICATIONS:**
• A bachelor’s degree and/or five years of equivalent training and work experience in accounting/financial reporting.
• Thorough knowledge of and ability to apply extensive expertise to complex programs and/or administrative specialties, including pertinent laws and regulations.
• Demonstrated expertise in and advanced knowledge of the principles, problems, and methods of public and business administration and operational and fiscal management.
• Expertise in administrative survey techniques, operations and systems analysis, statistical and research methods, and the ability to interpret and evaluate results to develop sound conclusions and recommend new or revised policies.
• Ability to understand problems from a broad, interactive perspective and discern applicable underlying principles to conceive and develop strategic solutions.
• Ability to work with representatives from public and private entities and handle potentially sensitive situations.
• Demonstrated consultative skills in working with internal and external constituent groups.
• Ability to effectively present ideas and concepts in written or presentation format and use consultative and facilitation skills to gain consensus.

**PREFERRED QUALIFICATIONS:**
• A bachelor’s degree in Accounting or Business Administration and 5 years of experience in accounting/financial reporting.
• Knowledge of generally accepted accounting principles (GAAP)
• Knowledge of fiscal policies and procedures related to administration of Student Account Financial programs
• Experience with integrated financial systems, including PeopleSoft, Integration Broker, CASHNet and Blackboard.
• Ability to identify problems and troubleshoot system processes.
• Experience with personal computers and application software such as word processing, spreadsheet, database and electronic mail.
• Supervisory experience
• Knowledge of University policies and procedures

**SPECIAL CONDITIONS:**

**PHYSICAL, MENTAL and ENVIRONMENTAL CONDITIONS:** SEDENTARY WORK – involves mainly sitting; walking and standing is minimal; involves lifting lightweight objects limited to 15 pounds.

**HOURS OF WORK/TRAVEL:** Occasional travel outside of normal business hours.

**BACKGROUND CHECK:** A background check (including a criminal records check and fingerprinting) must be satisfactorily completed before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

**ELIGIBILITY TO WORK:** Applicants must provide proof of U.S. citizenship or authorization to work in the United States within three days of the date of hire.
Equal Opportunity Employer/Minorities/Females/Veterans/Individuals with a Disability