

The University of Akron
Classification Specification

Job Title:	Coord Bursars Office	Job Code:	42218
Job Function:	Staff	Grade:	118
Job Family:	Classified	FLSA:	Non-Exempt
SOC Description:	4000 Finance Accounting Division	Date:	6/0910/14;

Job Summary:

Coordinate customer service activities for the department and responds to and resolves numerous calls and emails to Department. Assist with maintaining cash control procedures. Perform advanced office procedures and frequently uses independent judgment in matters dealing with policies and procedures.

Essential Functions:

70% Coordinate customer service activities for the purpose of responding to inquiries, furnishing information to the public and providing explanations. Direct phone, e-mail and in person contact with students and parents to provide customer service.

15% Research, collect and interpret data for the purpose of providing information to others. Act as liaison between Departments and Outside Agencies to coordinate special programs, third party contracts and special student registration, remission or waiver requests. Run processes and generate reports needed in daily operations. Evaluate programs, provide input in the decision making process and assists with administration of new procedures and programs.

5% Back-up disbursement and reconciliation cash to the general ledger. Send correspondence and make calls to various departments to follow-up on outstanding balances. Audit cash balances if necessary. Prepare and maintain documentation

5% Assist with maintaining records of budget expenditures, calendar, organizes meetings, assist with coordination events, travel and composes correspondence when necessary. Update fee rate schedule and prepares paperwork to purchase supplies, payment of invoices and reimbursement of funds.

5% Assist with training of staff and supervises student assistants when necessary. Maintain high confidential personnel and payroll records. Assist with employee searches and interviews. Interpret policies/procedures and transmits the decision and directive of the administration.

Education:

Requires 18 months of education or training beyond high school.

Licenses/Certifications/Requirements:

None.

Experience:

Requires a minimum of 4 years experience in an office environment that requires customer service skills. Strong problem solving, organizational, attention to detail and communication/customer service skills required. Basic accounting, strong computer skills including word processing, spreadsheet and database capabilities along with the ability to create and generate reports and process information required. Ability to work effectively with a wide range of individuals and a diverse community required.

Leadership:

Responsible for directing and monitoring the work of student and/or temporary workers.

Physical Requirements:

Job is physically comfortable; individual is normally seated and has discretion about walking, standing, etc. May occasionally lift very lightweight objects.

Working Conditions:

Standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions and/or minor heating/cooling or ventilation problems. Near continuous use (>70% of the time) of a video display terminal.

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.