

## SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

**CLASS TITLE: SUPERVISOR, CASHIER SERVICES**

### **DEFINITION**

Under general direction, plans, organizes, and supervises centralized cashier services in the District for cash collection, reconciliation, and deposit of monies to appropriate bank accounts; oversees student accounting at all District locations; prepares and processes a variety of financial transactions; maintains and audits accounts, records, and systems; prepares accounting reports and summaries; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director, Finance. Provides direct and general supervision to assigned staff.

### **CLASS CHARACTERISTICS**

This is a full supervisory-level class in Business & Financial Affairs that exercises independent judgment related to cashiering and student accounts functions and has significant accountability and ongoing decision-making responsibility associated with the work. The incumbent organizes and oversees day-to-day cashiering and student accounting, reporting, and record keeping activities and is responsible for providing professional-level support to the Director, Finance in a variety of areas.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

1. Plans, organizes, assigns, supervises, and reviews the work of staff in the cashiering unit; assists in selection and promotion; trains staff in work procedures; provides policy guidance and interpretation to staff; determines staffing needs and recommends staffing levels for assigned activities and projects; sets performance standards and evaluates employees' performance; coaches employees toward improved performance as needed; recommends and implements disciplinary procedures.
2. Oversees and participates in cashiering activities, including receiving, collecting, compiling, and counting monies, payments, fees, and fines; depositing monies in appropriate accounts; preparing bank deposits; maintaining financial records and journals; implementing and ensuring the use of appropriate cash handling procedures.
3. Oversees and participates in student accounts activities, including billing and refunding student fees, disbursing loan payments, and distributing financial aid and work study checks; resolves complex student accounts inquiries and problems; reviews and issues decisions on student petitions and non-resident payment plans; analyzes student refund requests, determines eligibility and amount of refund, and requests, reconciles, and monitors refund monies; audits and researches student accounts and calculates ending balances; resolves formal disputes according to established procedures.
4. Recommends and implements goals, objectives, policies and procedures, and changes to applicable District codes.
5. Explains and communicates District and departmental policies and procedures to District staff, students, and outside agencies; advises other District departments and outside agencies on cash handling and related accounting issues, activities, and reporting requirements; ensures adherence to District and departmental cash handling and accounting policies and procedures.
6. Consults with Information Technology staff to resolve system errors and/or malfunctions and in preparation of annual student tax forms; administers credit card student payment system; utilizes appropriate billing and receivables system and student information system to reconcile, track, and research accounts.

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7. Researches and analyzes data from various sources; prepares a variety of reports according to established procedures and practices; inputs and retrieves data from various database systems.
8. Organizes and maintains accurate and detailed databases, files, and records, verifies accuracy of information, researches discrepancies, and records information.
9. Provides support to other divisions and departments such as Student Services to ensure completion of student registration; resolves issues and problems.
10. Maintains the security and confidentiality of student account records in accordance with the Family Educational Rights and Privacy Act (FERPA).
11. Completes the annual Program Review process for the Cashier's Office.
12. Performs related duties as assigned.

**QUALIFICATIONS**

**Knowledge of:**

- Principles and practices of employee supervision, including work planning, scheduling, assignment, review, and evaluation and the training of staff in work methods and procedures.
- Principles and practices of cashiering and cash handling.
- Practices, procedures, and terminology of technical accounting.
- Applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures relevant to assigned programs, projects, and operations.
- Record keeping and filing systems and methods.
- Basic business arithmetic and bookkeeping.
- Contemporary issues of inclusion, social justice, diversity, access, and equity as related to higher education.
- Methods of preparing and processing various records, reports, forms, and other documents specific to assigned program, department, or division.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.

**Ability to:**

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Supervise, select, train, motivate, and evaluate the work of staff; train staff in work methods and procedures.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures.
- Prepare clear and concise reports, procedures, and general communications.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Maintain accurate databases, records, and files.
- Plan, organize, schedule, assign, train, and review the work of assigned staff.
- Effectively manage priorities in complex and diverse operational units.
- Perform arithmetic and financial computations accurately.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

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- Use English effectively to communicate in person, over the telephone, and in writing.
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, physical ability, and ethnic backgrounds of community college students.
- Use tact, initiative, prudence, ethics, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**EDUCATION AND EXPERIENCE:**

*Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to completion of the twelfth (12<sup>th</sup>) grade, supplemented by thirty-six (36) quarter units of college-level course work in accounting, business, or related field AND training or education in supervision, PLUS four (4) years of increasingly responsible cashiering, bookkeeping, or clerical accounting experience, preferably for an institution of higher education.

**LICENSES AND CERTIFICATIONS:**

Possession of, or ability to obtain, a valid California Driver's License by time of appointment is desirable.

**DISTRICT VALUES**

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, cash counting machine, and scanners; vision to read printed materials and various computer screens; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate the equipment mentioned above. Positions in this classification frequently bend, stoop, kneel, and climb to perform assigned duties. Incumbent must possess the ability to lift, carry, and push materials and objects up to 25 pounds with the use of proper equipment.

**ENVIRONMENTAL ELEMENTS**

Incumbent works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbent may interact with upset students in interpreting and enforcing District and departmental policies and procedures.

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