

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: SUPERVISOR, STUDENT FINANCIAL OPERATIONS

Reports To: Designated Supervisor

UW Job Code: 3757

UW Job Family: 35 – Student Service Management Support

SOC Code: 43-1011

FLSA: Exempt

Pay Grade: 21

Date: 2-1-98 (revised 7-1-02; 4-11-03; 7-1-04; 7-1-08)

JOB PURPOSE:

Supervise and coordinate the operations of the Student Financial Operations (loan office) including preparation and review of student loan and financial records in accordance with federal law, state statutes, and University policies; develop/modify delinquent payment notices and student loan policies and procedures; and counsel non-students, students and parents regarding student financial issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Supervise the functions and operations of the Student Financial Operations (loan) office including maintaining adequate staffing levels, scheduling and supervising workloads to meet critical deadlines ensuring timely processing of loan processing cycles.
- Hire, train, supervise and evaluate designated support staff.
- Review student financial accounts including assessing University charges, posting of payments and collections, error detection and correction, and authorizing through University policies cancellation or discount of charges.
- Respond to loan inquiries through explanation of applicable University policies, federal and state laws.
- Notify Accounts Receivable when to place or release financial holds on student transcripts and registration, dependent upon loan default information.
- Communicate with supervisor regarding cancellation or discount of charges or exceptions to established policies with realization of impact of decision on future collection policies; as directed by supervisor, discuss complicated situations with supervisor and offer ideas for resolution.
- Maintain diligence and consistency in collection of student and non-student debts.
- Correspond through notices, letters, and phone calls with students, parents, and third parties regarding bad debts and returned checks.
- Process/supervise process of collection documents.

- Administer policies and procedures for non-payment, enrollment cancellation, service charge assessment and payment deferral agreements.
- Communicate with other University offices to effectively coordinate Student Financial Operations functional operations.
- Administer third-party loan accounts concerning payments of student charges by governmental agencies or private companies.
- Schedule Information Technology production runs as needed.
- Serve as resource to and liaison with University departments and outside agencies and organizations; provide information and reports relative to student loans as appropriate; provide problem resolution.

SUPPLEMENTAL FUNCTIONS:

- May act on behalf of Manager, Financial Services Business Office in his/her absence.
- May act with discretion to approve or deny short-term emergency loans, and supervise support staff in Accounts Receivable area in absence of supervisor.
- Monitor budget expenditures for Student Financial Operations; purchase supplies and maintain office inventory; and maintain filing system for student loan records.
- Provide reports to management regarding the loan process or delinquent accounts.
- May serve on teams to provide expertise in the area of Student Financial Operations.

COMPETENCIES:

- Integrity
- Quantity of Work
- Consistency
- Individual Leadership
- Judgment
- Influence

MINIMUM QUALIFICATIONS:

Education: **Bachelor's degree**

Experience: **2 years work-related experience**

Required licensure, certification, registration or other requirements: None

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Accounting principles, standards, laws, billing and collection procedures, financial reporting and computerized accounting.
- Principles, practices, methodology, and procedures for the provision of student financial operations.
- Broad range of relevant multi-user computer systems, applications, and/or equipment.
- Federal and state laws, regulations, and policies pertaining to the provision of student financial operations.

- Current and developing information services capacity requirements to support operational needs and directions.
- Student accounts and charge assessment, payment and collection posting, error detection and authorization practices and principles.
- Computerized information systems used in financial and/or accounting applications.
- Software to quantify and illustrate complex financial reports, comparisons, impacts, and/or projections.
- Student loan principles, procedures, standards, and documentation within a university environment.
- Methods, practices and terminology used in complex financial clerical work including accounting principles.
- Modern office procedures and equipment including fully automated accounting systems.
- Security and confidentiality rules and regulations.

Skills and Abilities to:

- Effectively communicate, both verbally and in writing.
- Interpret and analyze financial documents.
- Supervise and train staff, including organizing, prioritizing, and scheduling work assignments.
- Plan, develop, coordinate, and direct student financial assistance programs and initiatives.
- Examine and re-engineer operations and procedures, formulate policy, and develop and implement new strategies and procedures.
- Budget preparation and fiscal management.
- Analyze and interpret financial information and to develop and prepare financial statements and ad hoc reports and analyses.
- Listen actively to detailed information, analyze situations, and make determinations regarding appropriate policy exception allowances or denials.
- Effectively operate computerized financial applications and reporting methods for accounting, billing, invoicing and payment processing; accurately perform typing, data entry, calculations and record keeping.
- Analyze accounts, prepare journals, maintain ledgers and produce reports with accuracy.
- Maintain security and confidentiality of information and the office.

WORKING CONDITIONS:

No major sources of discomfort, standard office environment.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.