

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: COORDINATOR, STUDENT FINANCIAL SERVICES

Reports To: Designated Supervisor

UW Job Code: 3082

UW Job Family: 35 – Student Service Management Support

SOC Code: 43-3031

FLSA: Non-exempt

Pay Grade: 20

Date: 11-29-18

JOB PURPOSE:

Independently coordinate the invoicing of students sponsored by third-party entities. Provide customer service to students, parents, departments and other entities. Coordinate financial wellness efforts on campus and in coordination with student financial wellness groups.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide detailed student financial account analysis and effectively communicate the results to customers in person and over the phone regarding a variety of issues.
- Respond to billing inquiries through explanation of applicable University policies, federal and state laws.
- Check, verify, and correct, stop/or approve all refunds for students with a credit balance created by financial aid credits, payments, or cancellations of charges. Issue cash vouchers for student refunds when necessary. Process requested Stop Payments on refund checks as requested.
- Coordinate University electronic refund program; provide support, authorize exceptions and coordinate disbursement of funds during the refund cycle.
- Analyze accounts and manage third-party billing to include analysis, prepare/process invoices, prepare deposits, and maintain files.
- Assist with calculation of fee waivers granted by the institution and apply to student, spouse, and employee accounts, APHEC and exchange students.
- Coordinate financial wellness efforts on campus; provide financial wellness presentations and help educate students on the importance of personal finance.
- Serve as resource to and liaison with University departments and outside agencies and organizations; provide information and reports relative to billing and receivable records as appropriate; provide problem resolution.

COMPETENCIES:

- Attention to Detail
- Sensitivity
- Service Orientation
- Integrity
- Analysis/Problem Identification
- Teamwork (Cooperation)

MINIMUM QUALIFICATIONS:

Education: **Bachelor's degree**

Experience: **1 year 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.
- Computerized information systems used in financial and/or accounting applications.
- Computerized student information systems.
- Accounts receivable principles, procedures, standards, and documentation within a university environment.
- Methods, practices and terminology used in complex financial clerical work including accounting principles.
- Student financial accounts posting and collections.
- Account error detection and correction.
- Bad debt and returned checks policies and procedures.
- Fee waiver calculations and application to accounts.
- Short-term emergency loan processes and procedures.
- Budgeting and cost estimation.
- Accounts receivable system reporting.
- Security and confidentiality rules and regulations.

Skills and Abilities to:

- Interpret and analyze financial documents.
- Communicate effectively, both verbally and in writing.
- Work effectively with a wide range of constituencies in a diverse community.
- 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.
- Understand and interpret laws, principles and procedures involved in fiscal record keeping and accounting functions.
- Ability to effectively document and communicate procedures, teach others routine functions and recommend service-oriented improvements to procedures and processes.
- 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.