

POSITION DESCRIPTION FOR: Business Office Specialist #8373

1. Core Responsibilities: Prioritize tasks and responsibilities and summarize them below. Please provide **percentages of time** allotted to each particular task or responsibility, making sure that the **total percentage equals 100%**. Please give specific duties and avoid using generalizations or other duties as assigned

Business Office specialist (50%)

1. Acts as a cashier, collecting monies (credit and credit Fee registrations, skill assessment retakes, etc.) and posting payments as required in colleague. In addition, processes tuition assistance as required. Maintains assigned cash bank and follows the Lead Business Office Manager's procedures for handling monies and paperwork.
2. When Lead Business Office Manager is on leave, cashes petty cash checks, makes change when necessary and performs other duties that are assigned by the Lead Business Office Manager in his/her absence.
3. Responsible for maintaining inventory of financial aid forms, registration forms, schedules, FACTS forms, college store vouchers, tuition assistance, promissory notes, etc. Ensures that those materials are kept stocked and readily available to students.
4. Responsible for disseminating information to students regarding all acceptable forms and methods of payment. Responsible for making appropriate referrals of students and families to the financial assistance department, when necessary.
5. Ensures that all procedures and supporting documentation relative to student matriculation are billing i.e., student bills, restrictions, registration, transcript requests, add/drops, etc. are processed efficiently and accurately in the data system. In addition, ensures that these forms are sent to the appropriate department.
6. Issues book vouchers to students. Contacts the Financial Aid Department (La Plata Campus) about any problems that may arise with grants, scholarships and book vouchers.
7. Works with the Bursar's Office (La Plata Campus) to resolve billing questions and concerns.
8. FACTS contracts -process tuition payment plan contracts.
9. Closes the Business office at the end of the day when working the evening shift.
10. Posting signs for the business office when necessary.

Administrative Office Support (50%)

1. Provide customers with accurate information regarding admissions and registration (credit and continuing education).
2. Assists students in the registration process (scheduling classes, etc.). Demonstrates online registration tools. Supports advising by providing regularly, scheduled registration assistance.
3. Performs data entry for Continuing Education related functions (registration,

add/drops, withdrawals, residency change forms, address change forms, etc.).

4. Works with the Wellness Center concerning Con Ed registration.
5. Prints transcripts and processes enrollment verifications as needed.
6. Resolves registration problems and concerns within the scope of authority.
7. Keeps current regarding registration policies and procedures for non - credit classes.
Attends training as necessary.
8. Assists with the collection and distribution of intercampus mail.
9. Provide assistance to the LEON Welcome Center.

2. Education/Knowledge Required: Specify required degrees, experience, special skills and abilities necessary for satisfactory performance.

- 2 years previous office experience required
- Cash handling experience required
- Demonstrated proficiency in Microsoft office suite required
- Demonstrated excellence in Customer Service required
- Proficient/accurate data entry skills required
- Excellent communication skills; written and oral
- Experience working in an educational environment preferred

3. Supervision: List all position titles reporting directly to this position, full-time or part-time. Include student assistants, temporary, permanent and part-time faculty supervised in a typical semester or year.

None

4. Internal & External Contacts: Identify contacts required within and outside the college, and purpose of contacts. (Example: Contacts vendors for supplies and materials; or meets with tri- county public and private employers to determine training needs)

- Daily contact with college staff and/or faculty for routine requests and operations.
- Daily contact with college visitors and students who seek services from the college.
- Routine contact with staff from Bursar's Office, Registrar's Office, financial aid and county and community groups.
- Daily contact with UPS, contractors and vendors who perform work for the campus.

5. Guidelines/Procedures/Regulations: Identify guidelines, procedures, instructions, regulations and laws within which the position functions. Be specific.

- Administrative Manual
- College Style Guide
- Policies and procedures of the Leonardtown Campus for in-house management
- Family Educational Rights to Privacy Act of 1974 (FERPA) (Buckley Amendment) regarding privacy rights of students
- Americans with Disability Act regarding legal requirements for accommodations

6. Communications: Please describe the written and verbal skills required for the position.

- Effective verbal communication skills are essential to this position as interaction is required daily for information dissemination and cordial customer service.
- Effective written communication is necessary for correspondence sent from the department to internal and external stakeholders and partners.

7. Role Complexity:

- This position requires varied planning deadlines: Planning is required for peak registration periods (credit and con-ed), payment due dates and the start of each semester. Planning for each begins about two to three months prior.
- There are multiple tasks that need to be modified on a daily basis based on priorities and deadlines imposed by the Bursar's Office and Registrar's Office.
- The external forces that govern this position's tasks are generally the needs that the customers bring to the office. Otherwise, the daily tasks are set though NOT standard
- Due to the nature of the work that is done, the only tasks that require little interpretation are the clerical applications such as, data entry, processing transcripts. The major complexity of the job is the assessment of customer needs to best determine whether the incumbent has the authority to meet the need or if a referral is needed.

8. Creativity & Innovation:

- Though the employee follows the procedures established by others at a higher level.

9. Impact:

- The areas of the college that are impacted by the position's work are other departments such as the Bursar's Office, Registrar's Office, College Store, Financial Aid, IT and Human Resources.
- There is a potential for major impact to students if the information obtained is not transmitted to the proper office or is not processed correctly in that it could be the difference between students paying a lower tuition, getting timely financial assistance, etc. Most other areas have a limited to moderate impact.

10. Fiscal Responsibility: Describe the fiscal responsibility. Include total dollars that the position directly controls.

- None

11. Physical Working Environment: Describe the physical working environment and list any hazardous and toxic substances used in the performance of duties.

- Work schedule may require evening hours several times throughout the fiscal year.
- Works directly with copy machines, printers, and supplies
- Must be able to lift 25-50 lbs and be around potentially dusty storage areas where supplies would be; such as catalogs, schedules, handbooks, etc.
- Air-conditioned, smoke-free office space

