



### CASHIERING SERVICES SUPERVISOR

**SALARY GRADE:** [C4-57](#)

**DEFINITION:**

Under the direction of the Director of Budget and Personnel, plan, organize and oversee the activities of Cashiering Services; facilitate the assessment, communication, coordination, collection, deposit, and reconciliation of student fees, refunds, receivables, departmental deposits and petty cash disbursements; train and provide work direction to assigned staff.

**EXAMPLE OF DUTIES AND RESPONSIBILITIES:**

Depending upon assignment, duties may include, but are not limited to, the following:

1. Plan, organize, and oversee the activities of Cashiering Services; facilitate the billing, collecting, deposit, and refund processes, including student tuition and fees, departmental deposits, auxiliary units revenue, and other revenue generated by the campus
2. Process financial aid refunds according to regulations and rules.
3. Utilize appropriate billing and receivables system and student information system to calculate, track, and reconcile revenues and accounts receivable reporting in compliance with established accounting practices and procedures.
4. Interview, select and hire employees; supervise, assign, direct and schedule work activities; explain how duties are to be carried out.
5. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
6. Approve monthly time and attendance records and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken.
7. Address and resolve a wide variety of concerns and complaints; adjust grievances; recommend transfers and reassignments.
8. Counsel employees; address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
9. Plan, coordinate and arrange for appropriate training for assigned personnel; develop and initiate departmental activities, orientations and in-services to review policies and procedures of the program, the College and changes on State regulations.
10. Coordinate College and District policies and procedures regarding student fees, system activation, and database management with appropriate academic divisions and appropriate data processing personnel.
11. Communicate modifications to computer programmers as needed; troubleshoot and resolve system problems as necessary; review accounting procedures and systems for improvements; set up, research, maintain, modify and improve student accounts receivables in the District student information system.
12. Coordinate requests for computer system access of student records; review and maintain access lists.
13. Set up and prepare 1098T.

14. Utilize various methods to design work processes, physical set up and logistical requirements needed to process transactions.
15. Prepare an operating budget, work schedule, and procedural guidelines for full and part-time employees; initiate and oversee the maintenance of the automated Third Party Billing System.
16. Establish billing and receivables procedures for outside agencies; provide accounting and management advice as needed.
17. Prepare and maintain a variety of reports, records and files related to assigned activities and personnel.
18. Coordinate fiscal year-end activities and prepare documents for accounting staff and external auditors.
19. Communicate with administrators, personnel and outside organizations to coordinate activities and programs, resolve issues and conflicts and exchange information; serve as a liaison with banking officials and accounting personnel at the District.
20. Attend and conduct a variety of meetings as assigned.
21. Perform related duties as assigned.

#### **EMPLOYMENT STANDARDS:**

##### **Knowledge of:**

1. Cashiering Services policies, procedures, and practices.
2. Applicable laws, codes, regulations, policies, and procedures.
3. Principles and practices of supervision and training.
4. Budget preparation and control.
5. Accounting practices, procedures, and terminology.
6. Operation of a computer and assigned software.
7. Interpersonal skills using tact, patience, and courtesy.
8. Oral and written communication skills.
9. Maintain records and prepare reports.
10. Financial record-keeping techniques.

##### **Ability to:**

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Plan, organize and oversee the activities of Cashiering Services.
3. Facilitate the assessment, communication, coordination, collection, deposit, and reconciliation of student fees, refunds, receivables, departmental deposits, and petty cash disbursements.
4. Train, supervise and evaluate personnel.
5. Communicate effectively both orally and in writing.
6. Interpret, apply and explain rules, regulations, policies, and procedures.
7. Establish and maintain cooperative and effective working relationships with others.
8. Operate a computer and assigned office equipment.
9. Analyze situations accurately and adopt an effective course of action.
10. Meet schedules and time lines.
11. Work independently with little direction.
12. Plan and organize work.
13. Prepare narrative and statistical reports.

## **Education and Experience**

Any combination equivalent to:

1. Associate's degree in accounting or related field
2. Five (5) years cashiering experience.

## **WORKING CONDITIONS:**

### **Environment:**

1. Office environment.
2. Constant interruptions.

### **Physical Abilities:**

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

Date Approved: March 1, 1999; Revised: May 1, 2012. October 2012  
EEO Code: H-30