



COORDINATOR, CASHIER SERVICES

DEFINITION

Under general direction, plans, organizes, and coordinates cashiering, accounting, and/or customer service functions including billing, collections, deposits, reconciliation, and related activities; prepares and processes a variety of financial transactions; maintains and audits accounts, records, and systems; prepares accounting reports and summaries; provides technical and functional direction and training to other staff student workers; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory and managerial staff. Exercises technical and functional direction over and provides training to assigned staff.

CLASS CHARACTERISTICS

This is a coordinator class responsible for planning, organizing, and coordinating cashiering, accounting, and/or customer service functions. The duties involved include the implementation of goals and objectives and oversight of performance, reporting, and accountability. Positions work on tasks that require the use of discretion and independent judgment in performing assigned work and ensuring the efficient and effective functioning of assigned operations. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Plans, organizes, and oversees cashiering and accounting functions including billing, collections, deposits, reconciliation, and related activities; ensures collection and security of monies according to established policies and procedures.
- Participates in the planning, development, and implementation of policies and procedures for assigned functions.
- Provides direction, training, orientation, and guidance to assigned cashiering and customer service staff and student workers; plans, schedules, prioritizes, and assigns work; researches, explains, and provides guidance on College policies and procedures; and reviews and controls quality of work.
- Reviews and approves timesheets for all student employees; ensures adherence to District Financial Aid hiring guidelines.
- Determines and recommends staffing levels and schedules based on customer volume and department budget; implements staffing schedules upon approval.
- Serves as technical resource for cashiers on an ongoing basis, and assists with questions and problem-solving at the cashier desk.
- Conveys District, College, and department policies and procedures as needed to staff and customers; serves as primary contact for cashiering services; resolves issues and exchanges information; functions as a resource for other District retail locations with accounting-related issues, activities, and reporting requirements.

- Oversees the collection and security of enrollment fees and other monies according to established procedures; utilizes appropriate billing and receivables system and student information system to reconcile, track, and research accounts.
- Performs month-end closing duties for all District retail stores, including running reports, performing general ledger closing duties, and related month-end activities.
- Performs a variety of accounts receivable duties, including charge-backs for District departments that charge items to the bookstore, veterans who purchase items for which the District is reimbursed by Veteran Affairs, and other reimbursements by a variety of District programs, outside schools, and other organizations.
- Assists supervisor with budget-related activities, including tracking and reconciliation processes; gathers and analyzes data related to revenues, expenditures, and projections; researches and works with supervisor to resolve budget questions and reconcile inconsistencies; monitors and tracks expenditures and revenues, as requested.
- Functions as a liaison between the department and outside auditors and vendors by providing information and resolving issues, questions, and complaints.
- Determines and recommends equipment, materials, and staffing needs to maintain efficient and effective operations with appropriate justifications, as required; prepares detailed cost estimates; maintains a variety of records and prepares routine reports of work performance.
- Reconciles daily cashier sales and refund reports, bank deposits, and electronic charges and transactions; prepares daily reports and bank deposits.
- Reviews electronic cashiering system transactions to ensure accuracy of calculations; identifies system problems and makes corrections and/or refers issues to appropriate staff for resolution.
- 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.
- Analyzes student refund requests; determines eligibility and amount of refunds; requests, reconciles, and monitors refund monies; audits and researches student accounts and calculates ending balances; resolves formal disputes according to established procedures.
- Monitors and updates third party billing system; ensures system users follow established policies and procedures; monitors and ensures accuracy of deposits to student accounts; creates payment plans for students as needed.
- Sets up and operates cash registers, collects monies, and issues receipts; checks with cashiers and ensures cash registers have sufficient funds for transactions.
- Processes various financial transactions such as student financial aid, deposits for College departments, and petty cash requests from staff.
- Organizes and maintains accurate and detailed databases, files, and records, verifies accuracy of information, researches discrepancies, and records information.
- Performs a variety of program and/or department support such as reviewing a variety of student and program data, records, and information to ensure compliance with policies, procedures, and state and federal regulations and acting as a liaison between staff, students, parents, and the public, coordinating resolutions to issues, problems, and complaints as appropriate.
- Attends meetings as assigned.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Cashiering, accounts receivable, and customer service procedures and techniques.
- Technical accounting practices, procedures, and terminology.

- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Record keeping and filing systems and methods.
- Principles and practices of data collection and report preparation.
- Principles of providing supervision and training.
- Basic business arithmetic and bookkeeping.
- 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 dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- 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.
- Assist in the development of policies, procedures, and work standards for assigned areas of responsibility.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Develop, implement, and coordinate assigned services in an independent and cooperative manner.
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Perform detailed cashiering, accounting support, and customer service work accurately and in a timely manner.
- Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Prepare clear and concise reports, correspondence, and other written materials.
- Maintain accurate databases, records, and files.
- Plan, organize, schedule, assign, train, and review the work of assigned staff.
- Perform arithmetic and financial computations accurately.
- Organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, 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 an Associate's degree from an accredited college and three (3) years of cashiering and/or technical accounting experience or two (2) years of experience equivalent to Senior Cashier at the District.

Licenses and Certifications:

➤ None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and cash register; vision to read printed materials and a computer screen and cash register; 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 reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-48

FLSA: Non-Exempt

EEO Code: H-

Board Approved: April 2021