



Clark Atlanta University Job Description

Position Title:	Cashier
Employee:	
Department:	Office of Student Accounts/Bursar's Office
Reports To:	Student Accounts Receivable Supervisor

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

General Function (Description):

Under the general supervision of the Student Accounts Manager, the cashier is responsible for the overall posting and receipting of payments on a student's account related to charges posted for student tuition, residence hall fees, miscellaneous student fees, and all other incoming institutional funds. Handles, documents and routes inbound telephone calls and acts as a liaison between departments and students. Communicates the university's financial policies to all students. Serves as front-line person at the cashier window and on phones to assist students/parents. Responsibilities include accepting payments, preparing deposits for Brinks, assist students with completing the enrollment process, reconciliation of cash receipts and preparation of bank deposit tickets. Performs miscellaneous duties in connection with the billing process and serves as a key individual interacting with students and parents. This position is a direct customer facing, fast paced position. The ideal candidate must have a pleasant personality, cash handling experience and maintain a professional demeanor at all times.

Examples of Duties and Responsibilities:

General Cashier Functions:

1. Receive payments by cash, credit cards and money orders. Enter cash receipts and billing transactions into the college's system
2. Perform extensive customer service by responding to customer inquiries face to face and via the telephone.
3. Knowledge of university detail codes related to cash, receivable and miscellaneous transaction to verify appropriate data entry.
4. Verify charges, payments and adjustments made to student accounts are accurate and posted in timely manner.
5. Responsible for scanning checks to bank daily and ensuring that all deposits balance at the end of the day.
6. Responsible for receiving departmental deposits and posting them in a timely manner.

7. Serves as the first point of contact for the student accounts office. Must be able to respond professionally and courteously to all inquiries from all University customers and constituents.
8. Maintain student accounts e-mail account by reading and responding to emails, deleting junk mail or forwarding messages to appropriate departments when necessary.

General Office Support Related to Student Accounts:

1. Assist in ongoing internal audit of accounts ensuring continued accuracy.
2. Disburses petty cash in accordance with College policy and to authorized individuals.
3. Sort and distribute mail.
4. Other duties as assigned.

Knowledge, Skills and Abilities

1. Banner System (SCT)
2. General accounting skills
3. Reconciliation skills
4. Excellent Customer Service skills
5. Excellent Interpersonal skills
6. Excellent Written and Oral Communication skills

Qualifications/Requirements

Associate's Degree in Business is preferred with three years related work experience or equivalent. Must be able to proficiently utilize personal as well as mainframe computer systems. Ability to use and have a thorough understanding of the Banner System (SCT) is a preference. Must have excellent written and oral communication skills as well as interpersonal skills.

Minimum Hiring Standards

Education	Associate's Degree in Business
Years of Experience Required	3 Years Work Experience in Higher Education setting or Equivalent

Years of Management/Supervisor Experience	None
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Employee

Date

Manager/Supervisor

Date

Human Resources

Date