



CLARK ATLANTA UNIVERSITY Job Description

Position Title:	Manager. PAW Card Operations
Department:	Business Services
Reports To:	Sr. Director. Business Services Operations

General Function (Description):

Leads all functions in the One Card Office. Executes activities of the University ID/Debit Card operation. Provide coordination for systems relating to the generation of University ID/Debit Cards and usage of all fiscal accounts in relation to the University ID/Debit Card. Must be able to produce ID/Debit Cards using the current video imaging systems.

Examples of Duties and Responsibilities:

- Manage workflow for daily operations of the PAW Card Office and all front office operations
- Working knowledge of ID Works, Transact, On-line Photo software, Transact Reporting and Banner
- Provide customer service to PAW Card account holders, parents, Faculty/Staff and on campus departments assisting with problem resolutions
- Work with Summer Camps and Conferences and New Student Orientation coordinators for temporary card distribution and access activation to include meals and residence hall access.
- [Ensure all groups are invoiced and payment reconciliation.](#)
- Ensure financial controls are established and followed to maintain the fiscal integrity of the ID/Debit Card program by reporting daily, weekly, monthly, semester, reconcile cash intake, credit card settlement, and disbursement for CAU data sharing documents for audit purposes
- Execute various accounting duties to insure the fiscal integrity of the ID/Debit Card program, including, but not limited to receiving payments for ID/Debit account deposits, balance, inquiries etc.
- [Assist with identifying and setting goals and objectives of the Department.](#)
- [Create marketing efforts for the ID/Debit Card Program to include student, faculty staff meal plan forms and other marketing efforts](#)
- [Manage departments budget](#)
- [Ensure invoices are paid](#)
- [Develop, monitor, evaluate and recommend improvement to processes, procedures, work flow and/or standards](#)
- [Assist System Administrator with door access](#)
- Reconcile all cash/credit card receivables on a daily basis troubleshoot problems/concerns.
- Meal plan reconciliation management
- Manages Faculty and Staff meal plan sales
- Coordinate and execute departmental purchase orders
- Maintain department records and files
- Maintain service contracts on office equipment and place service calls when needed
- Draft reports and correspondence; processes various forms
- Inventories supplies and equipment
- Hire, train and supervise student assistants for PAW Office
- Open and distribute mail
- Assist with Markets, Camps and Conferences and other departmental special projects as needed

Examples of Duties and Responsibilities Continued:

- Receive, sale, reconcile monthly MARTA UPASS. Process requisition for a check payment to the vendor.
- Process payments for UME

Knowledge. Skills and Abilities:

- Possess an expert working knowledge of campus card identification systems and its operations.
- Ability to troubleshoot transact issues with OITC and third-party vendor
- Demonstrate leadership capabilities between various groups, vendors, organizations, etc.
- Has intermediate working knowledge of various technologies in regard to identification card systems including, but not limited to various software packages, hardware execution and a working on the operation of an identification system.
- Familiarity with a higher education• university environment.
- Effective written and verbal skills

Minimum Qualifications:

Education	Bachelor Degree
Years of Experience	3 or more years of progressive responsibilities in a related retail or business services field complimented with excellent customer service skills
Years of Management/Supervisor Experience	At least 2 (two) or more years