AUBURN
Human Resources

Mgr, Student Financial Services-Billing, Campus & Engagement

JOB INFORMATION

Job Code	KB08
Job Description Title	Mgr, Student Financial Services-Billing, Campus & Engagement
Pay Grade	FO09
Range Minimum	$54,190
33rd %	$66,840
Range Midpoint	$73,160
67th %	$79,480
Range Maximum	$92,130
Exemption Status	Exempt
Approved Date:	3/25/2021 3:35:48 PM
Legacy Date Last Edited	2/18/2022

JOB FAMILY AND FUNCTION

Job Family:	Financial & Business Operations
Job Function:	Student Financial Services

JOB SUMMARY

Reporting to the Assistant Director of Student Financial Services-Billing, the Student Financial Services- Billing, Campus & Public Engagement Manager serves as a customer service and communications professional for the Office of Student Financial Services. serves as a point of contact to students, parents, and colleagues to resolve issues and maintains and improves quality, service, and productivity related to functions and services of the Office of Student Financial Services. Responsible for a diverse range of communications and presentation services, strategies, events, and projects to both campus and public constituents.

RESPONSIBILITIES

- Communicates and interacts by telephone, email, and in person with students, parents, and colleagues providing guidance on university procedures for student billing and receivables. Responsible for communicating and collaborating on complex financial situations toward agreeable resolution. Communicates with diverse populations at an individual and group level. Works closely with students, university leadership, and others as needed.
- Assists Student Financial Services' employees in resolving escalated issues arising from daily interaction with students, parents, and campus stakeholders. Continuously monitors system and procedural processes and procedures to maintain and improve quality, service, and productivity.
- Assists the Assistant Director of Student Financial Services-Billing in handling all student, parent, and administrator concerns, complaints, and issues related to functions and services of the Office of Student Financial Services. Assists in representing the Office of Student Financial Services at university, state, and regional meetings and alumni events.
- Reviews federal and state publications and other communications to continually recommend improvements in the student billing and financial aid process.
- Performs public speaking responsibilities including financial aid presentations, admission presentations, and facilitates loan entrance and exit interviews for institutional specific financial aid. Performs public relations activities such as advises and counsels students in the areas of federal, state, and university policies and procedures that relate to the financial aid and student billing programs.
- Serves the units across the campus by providing oversight and direction for and special marketing campaigns.
- Provides technical or topical instruction, guidance, and problem resolution for employees, students, vendors or other third party agencies.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	Degree in Business, Management, Finance, Accounting, Education, Public Administration or related fields.	and	5 years of	Experience in student financial services, customer service, or related experience. At least 1 year experience supervising and/or mentoring employees.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of basic accounting principles and practices.	
Knowledge of basic math. Knowledge of banking procedures, clerical and computer skills.	
Knowledge of Auburn University and federal student financial aid. Excellent communication skills, written and verbal.	
Strong public speaking and conflict resolution skills.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Financial History Check

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting				X		
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions					X	

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:

Ability to see information in print and/or electronically.