
Auburn University Job Description

Job Title: **Mgr, SFS-Billing, Campus&Engmt**

Job Family: No Family

Job Code: **KB08**

Grade FO09 \$48,700 - \$82,800

FLSA status: Exempt

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.

Essential Functions

1. 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.
2. 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.
3. 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.
4. Reviews federal and state publications and other communications to continually recommend improvements in the student billing and financial aid process.
5. 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.
6. Serves the units across the campus by providing oversight and direction for and special marketing campaigns.
7. Provides technical or topical instruction, guidance, and problem resolution for employees, students, vendors or other third party agencies.

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.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and

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The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Degree in Business, Management, Finance, Accounting, Education, Public Administration or related fields.
Experience (yrs.)	5	Experience in student financial services, customer service, or related experience. At least 1 year experience supervising and/or mentoring employees.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

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.

Certification or Licensure Requirements

None Required.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, talking, hearing, handling objects with hands, .

Job occasionally requires standing, walking, reaching, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 2/18/2022
