Position Number: CLA14-092

OVERALL RESPONSIBILITIES:
Under the direction of the Director of Student Business Office, coordinates activities of lower level positions engaged in collection of student registration and/or other fees, cashiering duties, and auditing and disbursement of student refunds. This position is responsible for ensuring complete and accurate accounting records for all student accounts – tuition collections, refunds, and third-party billings and deferments. Oversees the work flow for collection processes, document imaging, write-offs, third party payments and refunds. Oversees the creation and maintenance of department related programs. Assures compliance with state and federal regulations, policies, and procedures. Performs other related duties, as assigned.

ESSENTIAL DUTIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Directs the routine activities of the Student Business Office in the absence of the Director.

2. Oversees the creation, maintenance, storage and destruction of student records.

3. Writes program specifications using proper syntax to build rules, requirements and policies for programs offered by the District.

4. Performs complex computer software analysis, process mapping, training, implementation and documentation for department processes. These processes include non-payment drops, creating and developing billing tables, creation of new accounts and fees and online process. Identifies, codes, tests, troubleshoots documents and maintains computer software and reviews results with specific District faculty and staff.

5. Creates new system program requirements. Develops statement of system scope and objectives, software specifications and policies.

6. Assist District faculty and staff in troubleshooting problems with system software, identifies and resolves difficulties and malfunctions.

7. Coordinates and performs all operations of activities pertaining to student accounts. Assures prompt and proper payment of invoices, collection of funds, and funds deposited in student accounts and general ledgers.

8. Assists Director with implementation of auditor recommendations, maintenance of current procedures regarding student accounts, monitors and evaluates cashiering procedures. Assists Director in ensuring compliance with audit requirements and identifying and reporting compliance issues to the Director if the issues cannot be resolved. Assists with development of strategies to fulfill audit findings.

9. Coordinates process for disbursement of financial aid checks and auto-deposits, collection of student fees, processing of student and third party billing, set-ups due dates and adjustment calendars, and processes collections. Researches and analyzes refund requests. Assists with approval of exceptions to refund policies and evaluates financial holds.

10. Creates and maintains a variety of complex financial and statistical reports and summaries related to student accounts. Prepares, files, and reconciles required tax reports. Receives, reviews, balances, and reconciles accounts and financial reports from records maintained. Records and reconciles web credit card transactions.
11. Audits, monitors, posts, reconciles, and adjusts student and general ledger accounts, student accounts receivable; including compiling and analyzing accounting data and statements for managers and auxiliary operations, as necessary to ensure proper internal control.

12. Set-ups and monitors fee deferrals and waivers in the system. Coordinates disbursement and monitoring of emergency loans.

13. Communicates with third party agencies to arrange payments or resolve discrepancies as necessary. Approves and establishes new third party contracts with providers, as necessary. Maintains currency on third party financial reporting procedures.

14. Assists Director with specialized Datatel duties including, but not limited to overseeing student accounts, software testing, software set-up, and monitoring all student fee programs for credit, noncredit, and community services programs. Assists with tests and suggests recommendations/evaluates patches and fixes for the Datatel student accounts module.

15. Coordinates directly with various District departments and software consultants as needed.

16. Serves as liaison between the District and the United States Department of Veteran Affairs, State Approving agency for Veteran Affairs and other related organizations regarding veteran affairs student accounts. Represents District as a Certifying Official with U.S. Department of Veteran Affairs.

17. Assists with the monitoring, training, and directing work of lower level classified staff, short-term employees and/or college assistants, as directed.

18. Maintains the department's web site.

19. Advises students, staff, and the public of appropriate Student Business Office policies and procedures as part of the customer service commitment to the College and community.

20. Provides administrative, clerical support, and process document imaging as needed.

21. Cross-trains and performs the essential duties of equal or lower level classifications/positions within the department, as needed.

22. Complies with FERPA and collection account laws and regulations.

23. Completes assigned projects in a professional and timely manner.

24. Applies knowledge of modern office practices and equipment including expert use of computers for word processing, record management, state and institutional reporting requirements and filing systems.

25. Exercises tact and diplomacy in working with student, staff, faculty, administrators and community members.

26. Performs other related duties, as assigned.

Desired Qualifications:

• Bachelor's degree.
• Coursework in accounting, business administration, finance, or a related field.
• Experience working in an accounting department and/or student business office.
• Previous experience working in an educational institution.
• Experience preparing financial reports.
• Experience with auditing, monitoring, posting and reconciling general ledger accounts.
• Knowledge of an administrative computer information management system (preferably Datatel).

KNOWLEDGE AND ABILITIES:
Knowledge of:

• Generally accepted accounting principles, practices, and procedures of cashiering and cash control procedures.
• Methods, practices and terminology used in accounting and computerized accounting systems.
• Federal, state and local rules regulations and requirements related to Student Financials, Financial Aid, and District accounting functions.
• Financial analysis and research techniques.
• Computer software applications including spreadsheet, database, and word processing programs such as Microsoft Excel, Access, and Word.
• Modern office practices, procedures and equipment.
• District organization, operations, policies, and objectives.
• Interpersonal skills using tact, patience and courtesy.
• State Education Code and other applicable laws.

Ability to:

• Assure compliance with district, state and federal regulations, legal mandates, policies, rules, and guidelines regarding student financial functions, including Title IV, California Education Code, and FERPA law.
• Analyze data and situations, reason logically, draw valid conclusions and develop effective solutions to system problems.
• Design methods of processing data with electronic computers.
• Interpret policies, regulations and operational procedures pertaining to this service area to staff and students.
• Coordinate, organize, schedule and perform responsible and complex accounting procedures within governmental compliance constraints and laws.
• Prepare clear and concise fiscal, financial and narrative reports.
• Apply knowledge of modern office practices and equipment including automated word processing, record management and filing systems, telephone techniques, correspondence and report writing.
• Demonstrate excellent customer service skills and ability to multi-task in a high stress, team-oriented environment.
• Assume responsibility and perform repetitive work, or continuously perform the same work with accuracy and efficiency.
• Establish and maintain comprehensive and accurate files and records, prepare concise and complete reports as required.
• Provide appropriate information to the students, faculty, staff, and the public in a friendly and professional manner.
• Maintain confidentiality when dealing with sensitive and privileged material and information.
• Take responsibility and use professional judgment based on established guidelines and procedures.

MINIMUM QUALIFICATIONS
Experience: Two (2) years of full-time equivalent accounting or finance experience. Position requires proficient use of Microsoft Word and Excel software applications.

Education: Education equivalent to an Associate’s degree (60 semester units) from an accredited college or university is required.
additional benefit options are available to retired employees.

Employees’ Retirement System (PER S), a defined benefit RETIR E M E N T: Classif ied em ployees contribute to the Public

incentive is available to eligible C lassified R epresented and

opportunities are provided to all em ployees.  E ducational

the m onth follow ing date of hire. Professional developm ent

• Dem onstrate clear evidence of sensitivity to and an

• Show  w illingness to participate in cross-training activities;

• A dapt to changing student and procedural requirem ents.

• U tilize w ith a high level of skill a variety of com puter

• Type w ith speed and accuracy; m ake m athem atical

• Understand and carry out oral and written directions.

• Establish and maintain cooperative working relationships

• Adapt to changing student and procedural requirements.

• Show willingness to participate in cross-training activities;

• Demonstrate clear evidence of sensitivity to and an

• Understand of the diverse academ ic, socioeconomic,

cultural, disability and ethnic backgrounds of

community college students, staff and community.

SALARY PLACEMENT
Salary placement will be on Range 32 of Classified Represented Salary Schedule B ($4,099 - $6,409 per month).

Initial salary step placement for new employees is customarily at step 1, 2, or 3 ($4,099, $4,348, $4,595) of this 11-step salary range; step advancement is yearly up to step 7; with advancement to step 8 after two years at step 7. Employee must spend at least two years at Step 8 before moving to Step 9; three years at Step 9 before moving to Step 10; and four years at Step 10 before moving to Step 11.

Probationary period for new Classified employees is one year. Work year is 12 calendar months. The normal workweek for this position is 40 hours. Paid holiday, discretionary, and sick time are provided. Ten vacation days accrue during the first year of employment. A regular work schedule will be assigned, with the ability to occasionally work a flexible schedule as needed. A Classified employee is required to either become a dues paying member of the Classified School Employees Association (CSEA) Chapter, or pay a service fee.

PHYSICAL CHARACTERISTICS
Position requires sitting and viewing a computer monitor for extended periods of time plus frequent periods of standing and walking, which may include climbing staircases; dexterity of hands and fingers to operate a computer keyboard and related equipment; stooping, kneeling, crouching, crawling, twisting/turning, bending at the waist, and reaching in awkward positions, frequently exerting 10 to 20 pounds of force to lift, carry, push, pull or otherwise move objects; hearing and speaking to communicate and provide information to others; vision to read printed material and computer monitor, handling and working with various materials and objects; intermittent exposure to impatient, angry and/or verbally aggressive individuals; and travel from site-to-site.

DISTRICT CLASSIFIED EMPLOYEE BENEFITS
Full-time employees are provided with a diversified program that includes medical, dental and vision insurance including dependent coverage, disability and life insurance as well as Section 125 options. These benefits commence on the first of the month following date of hire. Professional development opportunities are provided to all employees. Educational incentive is available to eligible Classified Represented and Confidential employees.

RETIREMENT: Classified employees contribute to the Public Employees’ Retirement System (PERS), a defined benefit retirement plan through the State of California. Various additional benefit options are available to retired employees.

CONDITIONS OF EMPLOYMENT
Successful completion of background fingerprint clearance, pre-employment physical examination (disabilities not related to the physical job will not affect the application process) and TB screening.

Proof of eligibility to work in the United States and signing of loyalty oath per government codes 3100-3109.

Meeting applicable eligibility requirements under CalPERS or CalSTRS if you are a current or former member.

Board of Trustees approval.

EQUAL EMPLOYMENT OPPORTUNITY
The Santa Clarita Community College District does not discriminate on the basis of race, religious creed, color, ethnic or national origin, ancestry, citizenship status, uniformed service member status, physical disability, mental disability, medical condition, marital status, sex, pregnancy, age, sexual orientation, gender identity, or any other protected basis under the law.

Applicants who have disabilities may request that accommodations be made in order to complete the selection process by contacting the Human Resources office directly at (661) 362-3427.

ABOUT THE DISTRICT
College of the Canyons is a California community college that serves the dynamic, growing Santa Clarita Valley and surrounding regions within a 367-square-mile area of northern Los Angeles County. The college opened with 735 students in 1969 and now serves over 19,000 students per semester on two campuses – in Valencia and Canyon Country – under the umbrella of the Santa Clarita Community College District.

College of the Canyons offers 74 degree and 84 certificate programs, and is focused on staying ahead of the technology curve both operationally and academically. Classes are offered during traditional fall and spring semesters, as well as shorter, intensive summer and winter sessions. With accessible, enriching education that provides a wide variety of associate degree and certificate programs, College of the Canyons prepares students for transfer to four-year colleges and universities, offers a variety of life-long learning opportunities for community members, and provides employee training programs for business and industry. The 2014-15 academic year marks the 45th year of the college’s service to Santa Clarita Valley communities.

The local community has been historically and enthusiastically supportive of its local college, having approved two bond measures valued at more than $220 million since 2001. The college also secures substantial funds from the state and millions of dollars in grants each year that allow new, cutting-edge programs to be developed and facilities to be built to accommodate them.

The college boasts clean, modern facilities, a capable and enthusiastic staff, innovative programs and high-tech solutions. It is, quite simply, a vital cultural, educational and economic force in the region. Those who are involved with the college discover unlimited opportunities. They can be innovative and entrepreneurial, and they can set the stage for things to come.

APPLICATION AND SELECTION PROCESS
Applicants are encouraged to complete their applications online. Please visit our website at www.canyons.edu/Offices/HumanResources. If you require assistance, please call the Human Resources office at (661)362-3427 or our TTY Line at (661)362-5178. Applicants may check the status of their application online and may expect to be
notified within approximately 5 weeks following the Review Date as to the status of their application.

All application materials must be uploaded online or received in the Human Resources office by the end of the day on the Review Date in order to assure consideration for this position. Postmark is not acceptable for this purpose. Separate application materials must be submitted for each position applied for. Materials submitted become property of the District and will not be returned, copied, or considered for other openings. The Human Resources office is located in the University Center, Suite #360 at 26455 Rockwell Canyon Road, Santa Clarita, CA, 91355.

Your application is not complete until the following required materials have been uploaded online or received by the Human Resources office:

- **District CLASSIFIED Application.**
- **Detailed resume**, which includes month/year dates of employment and descriptions of responsibilities at each employer.
- **Letter of interest** (cover letter). In your letter, please address your qualifications and experience as they pertain to the job duties, the demonstrated knowledge, and the abilities section of this announcement.
- Copies of complete and legible **college transcripts** clearly indicating all college units earned and any degree awarded. Copies of diplomas are not acceptable in lieu of college transcripts. Official, sealed transcripts are required upon offer of employment. Please see our website for the requirements for evaluation of transcripts from foreign colleges or universities.
- **Supplemental Questionnaire.** Please answer the following questions as part of your application packet.
  a) Describe your experience working in accounting or finance. Include employer name(s), position title(s), dates of employment, full-time or part-time status (number of hours per week), your roles and responsibilities. Please provide your total years of full-time equivalent experience in this field.
  b) Do you possess education equivalent to an Associate’s degree (60 semester units) from an accredited institution? (yes/no)
     
     If yes, please provide a legible copy of your college/university transcript in your application packet. Copies of diplomas are not acceptable in lieu of college transcripts.
  c) Describe your experience administering or working with account receivables and/or collections.
  d) Describe your experience with computer software analysis, troubleshooting, process mapping, patches, implementation and documentation.
  e) Describe your experience with working with third party agencies, including government agencies, to issue billing, arrange payment and resolve discrepancies.
  f) Describe your experience working with an administrative software program (such as Banner, Datatel, or PeopleSoft) or a proprietary system.
  g) Describe your experience working with MS Office Suite, including Microsoft Excel. Provide one or more examples of how you have used such programs in the workplace.
  h) Why do you want to work as a staff member at College of the Canyons?
- **Letters of Reference** are optional.
- **Confidential Recruitment Source Sheet** (optional).

Please note:
- Skills evaluation of candidates for interview may be required.
- Travel and relocation expenses are the responsibility of the applicant.
- Hiring committees review all complete, qualified application packets. Possession of the minimum qualifications does not guarantee an interview.
- “Experience” generally refers to relevant paid experience. In some instances, unpaid experience may be counted as experience towards meeting the minimum qualifications or requirements for the position only if it entailed responsibilities substantially similar to those of relevant paid positions in the field. It is the applicant’s responsibility to provide sufficient information and details to the Human Resources office at the time of submission of their application packet. Details should include the organization, contact name and contact information, start and end dates, hours per week, and a list of relevant unpaid/volunteer duties or responsibilities performed. Not all unpaid experience may qualify. Upon offer of employment, an applicant will be required to obtain written verification(s) of any relevant unpaid/volunteer experience.
- Applicants are encouraged to apply online. If you need assistance with the application process, contact:

  **Human Resources Office**
  (661) 362-3427
  TTY/TDD (661) 362-5178 or visit our website at www.canyons.edu/offices/humanresources

It is the applicant’s responsibility to ensure that all application materials are fully and correctly submitted. All materials submitted are for this position only and become the property of the District. Materials will not be returned, copied or considered for other openings. Resumes may not be submitted in lieu of the official application form.

The College is expecting to conduct initial interviews the week of January 26, 2015 and final interviews week of February 2, 2015. (The college campus is closed during winter break December 22, 2014 until January 1, 2015). This is an estimated timeline and is subject to change.

Positions are offered contingent on funding. We reserve the right to withdraw, extend the filing date, reopen, or delay filling this position. Recruitment may continue until the position is filled.

**COLLEGE OF THE CANYONS**
26455 Rockwell Canyon Road, Santa Clarita, CA 91355
www.canyons.edu