NEW MEXICO HIGHLANDS UNIVERSITY
Job Description

Position Title: Head Cashier
Salary Grade: 13

Department: Business Office

Job Type: Regular/Full Time
FLSA: Non-Exempt

Reports To: Student Accounts/Receivable Manager

Summary: This position performs complex clerical work in receiving, recording and disbursing monies.

DUTIES & RESPONSIBILITIES:

• Exercises supervision over personnel as assigned.
• Prepares daily cash reports and other statistical and financial reports as required;
• Receives and receipts cash/credit card/check payments, third party payments and departmental receipts and reconciles payments to ledgers on a daily basis;
• Balances cash drawer against receipts, resolves discrepancies; prepare daily deposits for two banks and transports deposit with a security officer;
• Records and deposits amounts received daily;
• Maintains a cash drawer and audits other Cashier’s drawers.
• Prepares JE’s and reconciles department third-party invoices
• Issue change and cash to other staff; completes payment transactions; petty cash, vouchers and disbursing funds to the proper individual; Process petty cash reimbursements when there is a credit balance under $50 dollars on the student account;
• Provides customer-service oriented interaction in all telephone and email responses to parents, students, faculty and staff;
• Research online payments and discrepancies thru Sallie Mae and create daily reports; invoicing third parties and consult with outside agencies regarding payment of student accounts; Issue stop payments on student reimbursements; Process NMEAF payments to student accounts;
• Responsible for disbursements;
• Work with outside agencies regarding payment of student accounts
• Opens/closes Cashier’s Office; Distribute Payroll, SAR reimbursements, Accounts Payable and Travel checks to student/staff/faculty/vendors;
• Contacts, counsels and advises students concerning tuition, payment, and related problems concerning student accounts and provides customer-oriented interaction while working out payment arrangements with students;
• Train cashiers in the proper procedures for handling cash transactions and on the Cashier’s Office general operation policies and procedures in order to develop a competent and efficient staff of cashiers;
• Receive and receipts loan and scholarship checks, mails correspondence to the student when their signature is required for processing and follow up with financial aid and student until monies are distributed to the student’s account;
• Process NSF checks or WEB returned checks and mails correspondence to the student; Research and post SAR wire transfers to student accounts;
• Provides counseling and advisement on student account information for students and parents during freshman orientation; participate in regular meetings and trainings when necessary;
• Reviews and researches balances, corrects, reconciles and applies adjustments to student accounts;
• Share expertise, applying knowledge and making recommendations in regards to cash handling and processing to various campuses and departments; Assist in developing procedures/policies for improved efficiency and customer service; Assists in maintaining and updating Banner system;
• Ensures strict confidentiality of financial records;
Perform administrative duties such as answering phones, faxing, emailing and copying documents; Assist other staff members during peak periods through sharing job responsibilities and working on special projects; Compile and submit a monthly report of all monies received and recorded by the Cashier’s office and online payments; Accounting functions including journal entries, reconciliations, monthly and annual financial reports; Perform related work as assigned; Maintain regular attendance. Process paper documents utilizing the imaging and electronic document management system.

**Minimum Qualifications:**

**Education:** High School Diploma or GED.

**Experience:** Two years of responsible office experience in clerical bookkeeping or any equivalent combination of education and experience.

**Preferred:** Knowledge and experience working with Ellucian Banner.

**Employment Requirements:**

- Must be willing to work weekends, evenings, and odd hours as required.

**KNOWLEDGE, SKILLS, and ABILITIES:**

- Ability to analyze and solve problems;
- Ability to communicate effectively, both orally and in writing
- Ability to present oneself with a professional presence and demeanor;
- Ability to maintain confidential information and inquiries with discretion;
- Ability to display a keen attention to detail;
- Ability to display a strong working knowledge in excel, word and other basic computer functions;
- Knowledge of office operations, office machines, and other office decorum;
- Ability to maintain exceptional customer service and people skills;
- Ability to establish and maintain effective working relationships with faculty, students and staff;
- Knowledge of clerical accounting and bookkeeping practices;
- Skill in operation a calculator, adding machine and other related office machines;
- Ability to make mathematical computations rapidly and accurately;
- Ability to complete work assignments without continual direction;

**PHYSICAL DEMANDS:**

- Repetitive hand motions and prolonged use of computer and adding machines.
- Must occasionally lift and/or move up to forty (50) pounds.
- Sitting for extended periods of time.
- Kneel, bend, reach and stoop.
- Walking for extended periods of time.

**WORK ENVIRONMENT:**

- Work is performed in a typical interior/office work environment.
- Work with frequent interruptions.