

Position Vacancy Announcement

Bursar Bursar's Office

Bowling Green State University

Position Summary

The primary purpose of this position is to provide functional and operational leadership, management, direction and guidance for the University's student and non-student accounts receivables; including the ancillary functions of account collections, credit (installment payments, loan origination), daily cash collection and deposits, cashiering and all institutional responsibilities related to those functions.

Essential Duties, Tasks and Responsibilities

- Plan and direct the long term goals and daily operations of the student receivables and non-student receivables to ensure that receivable performance objectives are achieved; applicable compliance to regulations, laws and generally-accepted business and accounting practices occurs; ensure the timely and accurate preparation and release of financial reconciliations, reports and information; identify and correct errors and sub-standard results for both regular and year end reporting purposes.
- Oversee the disbursement of financial aid to student accounts, and ensure the successful execution of customer service efforts, programs and plans for student/parent financial support. Provide all tax year end required federal reporting for tax purposes.
- Develop appropriate receivable and collection policies and procedures (for both internal staff as well as external stakeholders such as parents and students). Supervise all billing and collecting activities, including maintaining accurate tuition, fee and refund schedules (implemented within FMS, contained on Bursar's website, and provided to prospective students and families); develop and administer appropriate refund procedures, for all student and non-student charges (including staff, faculty and non-BGSU persons) at all campuses.
- Develop and administer appropriate cash collection and cashiering policies and procedures (in consultation with Controller's office and Business Operations-Treasury) for both the centralized and decentralized operations including but not limited to: tuition, fees, room, meals, parking charges, bookstore charges, library fines past-due, special lab fees, long distance toll charges, Ice Arena, BG News, remote access, Golf Course, special payment plans (Special Loans, Employee Reimbursement Loans, Installment Payment Plan, and other special or unique arrangements), ICA collections, etc.
- Evaluate the income collecting and reporting processes and services, and develop related department goals, objectives and strategies; develop and implement programs and processes to accomplish objectives and improve Bursar Office operations.
- Initiate and engage in collaborative activities with staff, students, faculty and/or other University departments and community members to ensure that detail transactions information and performance standards are achieved and maintained.
- Participate in various department, division and University committees and perform other duties as assigned

This list of essential duties, tasks and responsibilities is not all-inclusive; individual will perform other related duties as assigned.

Knowledge, Skills or Abilities

- Specific knowledge of all aspects of an accounts receivable function.
- Specific skill in working with dissatisfied or demanding customers, developing creative and resourceful resolutions.
- In-depth understanding of the collections process, methodologies and best practices, including regulations and governing laws.
- Excellent knowledge of accounting operations.
- Specific experience supervising customer service, office, administrative and accounting staff.
- Ability to lead, guide, direct and train staff at various levels of expertise.
- Ability to establish and maintain effective working relationships with internal and external University stakeholders.
- Ability to work within budget restrictions and requirements while meeting performance objectives.
- Specific knowledge and success in customer service performance management.
- Ability to evaluate, design and implement appropriate procedures, internal controls and reconciliation processes for cash collections and handling. Ability to train decentralized cash collection site personnel.
- Ability to identify problems and non-standard conditions, develop solutions and implement effective changes.
- Ability to design and implement business processes and procedures to improve operational performance.
- Knowledge of technical systems supporting accounting operations, accounts receivable, billing and collections activities.
- Moderate to advanced expertise in the use of Microsoft applications to include word, and excel.
- General knowledge of personal computing applications (e-mail, internet)
- Demonstrated written and verbal communication skills
- Demonstrated analytical thinking skills.
- Demonstrated commitment to excellent customer service.

Minimum Qualifications

Bachelor's degree required in accounting, finance or closely related business administration area with sufficient evidence of extensive accounts receivable (and related accounting) knowledge and expertise (3-5 years of progressively expanded accounting related responsibilities). Master's degree in accountancy, finance or business administration preferred.

Membership in the National Association of Credit Managers desired.

Certified Public Accountant (CPA) **or** sufficient accounting program/course credits to sit for the exam, in order to demonstrate a solid understanding of accounting operations.

Three to five years of management experience, including supervision of staff and work scheduling. Five years experience general accounting operations, including A/R experience. Three years collections experience. One to two years customer service management either within a general business department or a specific sales/customer service department. Three years Higher Education or other relevant industry experience in a hospital, clinic, non-profit or other similar organization preferred.

Salary

Full-time administrative staff position. Salary is commensurate with education and experience. Full benefit package available.

To Apply

Submit cover letter w/email address, resume, and contact information of 3 professional references by email to ohr@bgsu.edu or regular mail to:

Office of Human Resources (Search L-61534)
100 College Park Office Building
Bowling Green State University
Bowling Green, OH 43403-0201

Review of applicants will begin on November 30, 2009 and will continue until the position is filled.

(Official transcript(s) and letters of recommendation will be required of final candidates.)

Ohio law (OCR 2909.34) requires that if you are selected for an on-campus interview for the position you will be required to complete a Declaration Regarding Material Assistance/ Nonassistance to a Terrorist Organization (DMA) form. Information on this form will be provided to you by the hiring department and must be completed PRIOR to your interview. You will find a link to the DMA form as well as additional information from the following web site: <http://www.homelandsecurity.ohio.gov/dma.asp> or on the Office of Human Resources web site at:

<http://www.bgsu.edu/offices/ohr>

Bowling Green State University is an Affirmative Action/Equal Opportunity Educator and Employer.

We are committed to a multicultural environment and strongly encourage applications from women, minorities, veterans and persons with disabilities.

BGSU hires only individuals authorized to work in the United States.

For information regarding BGSU's crime statistics, please visit Public Safety's website at www.bgsu.edu/offices/safety.