

STUDENT FINANCIAL SERVICES SYSTEMS SPECIALIST (DCC)

DISTINGUISHING FEATURES OF THE CLASS:

The work involves providing specialized financial processing systems support to Dutchess Community College Office of Financial Services. The employee will serve as the specialist for the Elevate application system. The incumbent will be responsible for managing the payment processes of credit free courses for the Office of Community Services which will be integrated into the Office of Financial Services. This will include training of staff, providing oversight to the functionality of the system, and being the liaison for troubleshooting system errors or issues. In addition, the employee will participate in other support functions for the Office of Student Financial Services. Work is performed under the direct supervision of the Bursar. Supervision may be exercised over student workers.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Oversees and reviews the record keeping activities of others in relation to the specific functionality of the Elevate system;
2. Assists and trains staff with navigating the Elevate system;
3. Coordinates with the college's IT department and/or the system application vendor (Ellucian) to trouble shoot for issues related to Elevate;
4. Acts as the liaison between the Office of Community Services and the Student Financial Services Office to integrate processes and enhance efficiency;
5. Posts payments received in person, through mail, online websites, and/or by other offices for both credit and credit free accounts;
6. Assists students in resolving issues with their financial accounts and provides basic financial aid information;
7. Reconciles cash, checks, and credit cards to the general ledger;
8. Prepares journal entries, reconciliations, invoices, and other financial reports as needed;
9. Process refunds for both credit and credit free transactions;
10. Reconciles Banner and Elevate systems;
11. Manages payment plans and third-party billing for credit and credit-free students;
12. Acts as back up for other positions in the Office of Student Financial Services.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of higher education financial processing systems, database management and related computer applications;

Knowledge of account keeping principles and practices as they apply to classifying financial transactions, maintaining, reconciling, and closing accounts;

Knowledge of computational skills to process and reconcile vouchers, verify calculations and balance accounts;

Knowledge of office practices necessary for interacting with staff, the public and vendors, expediting unit work flow, filing and retrieving information and compiling and analyzing information;

Ability to act independently in carrying out the daily functions of a unit or program;

Ability to establish and maintain effective working relationships with others;

Ability to speak knowledgeably and with authority about program functions of the office or department

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FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (cont'd)

and to advise staff on how to address situations that occur;
Ability to interact with a variety of people for the purpose of exchanging information concerning accounts;
Ability to train employees in departmental procedures and guidelines;
Ability to learn and work within departmental procedures and guidelines;
Ability to exercise sound judgment in tracking sources of errors and in using established guidelines to
determine the necessary corrective action;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND

- EITHER: (A) Associate's degree in Accounting or Mathematics or closely related degree and one (1) year of full time work experience in financial processing systems management or in maintaining financial accounts and records;
- OR: (B) Three (3) years of full time work experience in financial processing systems management or in maintaining financial accounts and records;
- OR: (C) An equivalent combination of training and experience within the limits of (A) and (B) above.

ADOPTED: 4/19/19