



Supervisor, Student Financial Services

Job Description

JOB INFORMATION

Job Code:	137425
Job Title:	Supervisor, Student Financial Services
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Financial Aid
Job Family Group:	Academic Advising and Career Counseling
Management Level:	6 Manager
Supervisor, Student Financial Services	

JOB SUMMARY

Responsible for managing all aspects of student financial accounts. Ensures timely delivery of services and regulatory and fiduciary compliance. Ensures funds are received and allocated appropriately while maintaining institutional reporting requirements.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree		In
	X		Finance	Or
	X		in related field(s)	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
X		5 years		
		10 years		

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Extensive experience accurately interpreting, reviewing, and evaluating complex financial documentation, policies and systems.
X		Demonstrated leadership/management skills and attention to detail.
X		Exceptional customer service and interpersonal skills.
X		Demonstrated expertise in all relevant state/federal regulations pertaining to student data (e.g., the Family Educational Rights and Privacy Act of 1974, or FERPA).
X		Excellent organizational and problem-solving skills, able to prioritize among several tasks.
X		Exceptional written and oral communication skills, able to share sensitive/complex information in a confidential and straightforward manner.
X		Demonstrated experience with higher education environments, policies and procedures.
X		Extensive experience with Microsoft Office and relevant financial software/systems (e.g., Visio).
X		Extensive experience with Microsoft Office and relevant software, systems and platforms (e.g., ECSI, Flywire, Transact Cashnet).
X		Experience with scanning and indexing data (e.g., DexFlow images).

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Manages operations, planning, implementing, and communicating all relevant department policies and procedures. Drives comprehensive and specialized customer service for all student financial matters. Develops and implements policies, procedures, processes and training documentation. Helps establish short- and long-term department goals and objectives.				
Oversees invoices, payments/plans, reconciliations and all collections, including all collection agency activities. Monitors accounts and service delivery, setting priorities and deadlines. Resolves discrepancies and approves exceptions. Ensures compliance with predetermined guidelines.				
Manages schedules, evaluates staff performance, and implements strategic initiatives. Responsible for hiring, training, scheduling, evaluations, and discipline when needed. Partners with leadership to assess department needs and recommends process improvements.				
Communicates with numerous internal/external stakeholders to resolve complex issues and interpret matters not clearly defined. Ensures adherence to schedules and lifts holds as appropriate. Maintains and communicates best practices.				
Oversees payment platforms and documentation (e.g., transactions, reports), gathering and sharing data accordingly. Reviews student promissory notes, audits retired databases, and researches debt origins. Organizes, coordinates, and facilitates student financial counseling and new student orientation activities.				
Stays current with regulatory changes and emerging issues, helping ensuring compliance with requirements and assess any impact to operations. Attends and participates in committee meetings, representing leadership and/or the university as needed. Continuously identifies improvement opportunities for systems and procedures.				
Exercises judgment and maintains legal compliance when interpreting regulations for individual/specific situations and demographics. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.