

**Ohio University – Compensation 2014**  
**Job Family: Finance and Business | Career Track: Technical and Administrative Support**

Provides the University with critical information regarding the University's operational, financial, and academic performance. Manages and ensures the financial compliance of the University's finances. Prepares University budgets. Assists leadership in strategic planning. Prepares required reports for external parties. LEVEL PROGRESSION ASSUMES INCLUSION OF RESPONSIBILITIES AT LOWER LEVELS.

	Technical and Administrative Support I	Technical and Administrative Support II	Technical and Administrative Support III	Technical and Administrative Support IV
<b>Accountabilities</b>	<p><b>PEOPLE</b> Serves as the initial contact for customers, including students and families. Guides and assists customers with routine questions, paperwork, and requirements, as they relate to financial and business activities such as billing, financial aid, tuition rates, tax forms, refunds or student receivables.</p> <p><b>OPERATIONS</b> Performs a small number of finance and business activities according to established procedures. Receives, posts, and deposits student fees and other income to appropriate accounts. Calculates and balances incoming cash daily and maintains proper documentation related to payments and accounts. Updates records and systems. Coordinates bank runs and requests. Verifies cash from the bank and other departments. Calculates daily payments and reconciles with cashiering system.</p>	<p><b>PEOPLE</b> Guides and assists customers with non-routine questions that require interpretation of complex policies and requirements such as issues regarding their accounts.</p> <p><b>OPERATIONS</b> Performs finance and business activities under general supervision. Provides financial support to areas within the University. Receives and processes financial aid applications. Creates reports related to daily activities and transactions. Maintains information for journal entries. Generates invoices related to receivables. Collects payments. Processes deposits and posts them to correct accounts. Codes donations. Processes financial transactions for student organizations. Maintains and reconciles data within relevant systems.</p>	<p><b>PEOPLE</b> Guides and assists customers with highly complex questions, paperwork, and requirements, as they relate to financial and business activities such as billing, financial aid, payment deadlines, tuition rates, tax forms, refunds, or student receivables. Advises lower level employees on complex customer inquiries, requiring advanced knowledge of department policies. Often directs work, trains, and/or supervises student employees.</p> <p><b>OPERATIONS</b> Ensures requisitions are processed in a timely manner and are properly recorded. Obtains necessary documentation for customers related to contracts. Provides complex financial support to departments and areas within the University. Ensures financial aid applications are received and processed correctly. Researches and resolves any issues with applications. Processes financial aid award adjustments and determines loan eligibility and award amounts. Communicates with students regarding student loan issues, eligibility requirements, and award amounts. Posts and removes charges on accounts as necessary. Places holds on student accounts for delinquent loans and payments. Prepares and distributes invoices and all other account documentation. Reviews work of other employees. Compiles, analyzes, and reconciles accounts related to loan and grant programs to ensure compliance with state and federal regulations. Processes payroll. Completes necessary forms, prepares payroll reports, and processes payroll correction requests. Records and tracks expenses and revenue for department or area.</p>	<p><b>PEOPLE</b> Serves as the initial contact for customers, including students and families. Guides and assists customers with highly complex questions, paperwork, and requirements, as they relate to financial and business activities such as billing, financial aid, tuition rates, tax forms, refunds or student receivables. Mentors, coaches, and trains lower level employees in customer service and department policies. Often directs work, trains, and/or supervises other staff or student employees.</p> <p><b>OPERATIONS</b> Performs financial analyses and makes recommendations based on data. Reviews the work of other employees for accuracy and compliance with accepted standards and University policies. Completes and submits institutional surveys for publishers and agencies. Reconciles bank statements and general ledger accounts. Transfers funds to and from bank accounts. Researches errors and discrepancies. Processes corrections and handles non-routine activities such as monitoring special payment arrangements on student accounts. Coordinates collection of student receivables. Communicates with students, parents, loan servicers, and collections agencies regarding student accounts. Sends letters for defaulted student accounts and determines when to refer accounts to Attorney General's office. Issues purchase orders in accordance with functional policy. Communicates with internal and external customers to manage purchasing.</p> <p><b>BUDGET</b> Analyzes and monitors department and program budgets. Approves and tracks expenditures.</p>

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	Technical and Administrative Support I	Technical and Administrative Support II	Technical and Administrative Support III	Technical and Administrative Support IV
<b>Requirements</b>	Knowledge of finance and business basic or commonly used procedures and/or equipment typically obtained by a high school degree or GED or equivalent and 0 to 2 years of general work experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.	Knowledge of standard finance and business policies, procedures, services, tools, and/or equipment in a field of specialization typically obtained by a high school degree or GED or equivalent and 2 to 3 years related experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.	Knowledge of standard finance and business practices, policies, procedures, tools, and/or equipment in a field of specialization typically obtained by a high school degree or GED or equivalent and 3 to 5 years of experience in the area of expertise. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.	Knowledge of finance and business technical and practical concepts, processes, and methods typically obtained by a high school degree or GED or equivalent and 5 to 7 years of experience in the area of expertise. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.

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