Position Details

The College of Staten Island (CSI) is a City University of New York (CUNY) senior College organized around two academic divisions and three schools, with over 10,000 students. CSI offers a broad range of academic programs in the liberal arts and sciences, and in several professional areas. The College awards associate's, bachelor's, master's and clinical doctoral degrees, and in collaboration with The CUNY Graduate Center, numerous Ph.D. degrees. CSI's internationally recognized faculty passionately engage in scholarly and artistic activities, and together with a strong professional staff, lead students through transformational learning experiences both inside and outside of the classroom. The College is situated on a 204-acre site, has recently incorporated a residential component, and is currently engaging in capital expansion. It is a hub of intellectual and artistic activity and a community partner and source of economic impact and job creation for the greater Staten Island area.

The College's faculty, administration, and staff are committed to educational excellence as they instill in students an enduring love of learning and respect for pluralism and diversity. The College community recognizes its responsibility to strive for the common good, including an informed appreciation for the interdependence of all people, as well as providing students with the opportunities for successful future careers.

Reporting to the Bursar, the Associate Bursar assists in overseeing the day-to-day operation of the office and in conjunction with the Bursar provides leadership and guidance to staff engaged in collections of all tuition and non-instructional fees, and maintenance of student accounts.

- Provides extensive review and analysis of student accounts. Manages weekly analytical and statistical reporting of revenue and receivable balances.
- Reviews student account information and conduct appropriate research to rectify any issues.
- Initiates and follows-up with CUNY Central on troubleshooting account issues that cannot be handled at the campus level.
- Manages the full collections process from when students first incur a balance through to collection agency placement.
- Manages the collection and deposit of tuition and fees and departmental funds. Implements a communication plan to ensure students pay their tuition in a timely manner. Coordinates with the Collections Specialist to aid in the collection of past due tuition and fees.
- Ensures inquiries are responded to in a timely manner. Verifies documents for accuracy by reviewing supporting data and records and assists in audit functions.
- Runs appropriate queries in CUNYfirst, and reports findings to management.
- Reviews and processes 1098T. Manages the College's R2T4 process, including calculations. Works closely with the College's Registrar and Financial Aid Offices to ensure College compliance with all R2T4 policies and procedures, including attendance at University meetings.
- Posts student and staff charges in CUNYfirst. Collects department deposits at Bursar office.
- Manages the day-to-day operations of all Bursar staff and window tellers. This will include the responsibility of creating the Bursar's Office's weekly cashier schedule and telephone schedule.
- Reviews and processes credit card refunds.
- Maintains accuracy and security of student revenue transactions; enforces College and University policies regarding the collection of tuition and fees. Speaks with students and parents with exceptional needs at the Bursar's window. Works with other student services areas to rectify Bursar issues. Serves as escalation point for all staff in the absence of the Bursar. Acts as backup for Bursar Office staff for various office duties, as needed. Develops procedures and policies for improved efficiency and customer service.
QUALIFICATIONS

Bachelor's Degree and six years' related experience required.

Preferred qualifications include:

- Master's Degree preferred.
- Experience in a Bursar's Office or its equivalent in student financial services.
- Excellent verbal and written communication skills required.
- Excellent Customer Service skills required.
- Computer literacy; experience with PeopleSoft preferred.
- Advanced proficiency using Microsoft Excel to perform extensive data calculations and analyses.
- Strong financial management skills; knowledge of accounting procedures and best practices.
- Excellent organizational, time management and interpersonal skills required.
- Ability to work in a team-oriented environment is essential.
- Flexible schedule to work evenings periodically and as requested.

CUNY TITLE OVERVIEW

Manages a College student accounts function and related activities.

- Participates in developing and implementing strategies, policies and procedures to ensure the prompt billing and timely collection of student receivables
- Manages daily office operations; supervises the accuracy and security of student revenue transactions; enforces College and University policies regarding the collection of tuition and fees
- Analyzes office performance against revenue targets and other relevant benchmarks; recommends and implements improvements
- Assists management with developing strategic plans, evaluating outcomes and ensuring compliance with legal requirements
- Prepares analytical and statistical reports for management
- May serve as College's Return to Title IV Compliance Officer
- May manage professional and/or clerical staff
- Performs related duties as assigned.

Job Title Name: Enrollment Bursar Manager

CUNY TITLE

Higher Education Associate

FLSA

Exempt
COMPENSATION AND BENEFITS

$86,645 - $93,491

Salary commensurate with education and experience.

CUNY’s benefits contribute significantly to total compensation, supporting health and wellness, financial well-being, and professional development. We offer a range of health plans, competitive retirement/pension benefits and savings plans, tuition waivers for CUNY graduate study and generous paid time off. Our staff also benefits from the extensive academic, arts, and athletic programs on our campuses and the opportunity to participate in a lively, diverse academic community in one of the greatest cities in the world.

HOW TO APPLY

To apply, please visit http://cuny.jobs/ and enter the Job ID# in the "What" section field. Candidates must attach a resume, cover letter, and three professional references (name, title, organization, and contact information) as one file.

**Candidates will be required to provide proof of being fully vaccinated against COVID-19 upon commencing employment. Exemption (medical or religious) requests to this requirement will be considered in accordance with applicable law. Being fully vaccinated is defined for this purpose as being at least two weeks past their final dose of an authorized COVID-19 vaccine regimen. Final candidates must be fully vaccinated as of their first day of employment.

**Until further notice, this is a hybrid position, eligible to work remotely and work in the office. All CUNY employees must reside within a commutable distance to the tri-state area.

CLOSING DATE

December 18, 2022

JOB SEARCH CATEGORY

CUNY Job Posting: Managerial/Professional

EQUAL EMPLOYMENT OPPORTUNITY

CUNY encourages people with disabilities, minorities, veterans and women to apply. At CUNY, Italian Americans are also included among our protected groups. Applicants and employees will not be discriminated against on the basis of any legally protected category, including sexual orientation or gender identity. EEO/AA/Vet/Disability Employer.