

DESERT COMMUNITY COLLEGE DISTRICT

NON CREDIT PROGRAMS /BURSAR TECHNICIAN-BILINGUAL

BASIC FUNCTION

Under the direction of the Dean, provide specialized clerical support requiring a broad knowledge of the Non-Credit Programs; provide a wide variety of reference and resource information and assist students with registration. Perform specialized duties in the processing of financial documents in regards to the collection and disbursement of monies. Due to the high volume of students whose first language is Spanish, a work related requirement of bilingual Spanish/English is necessary in order to successfully perform the job duties.

REPRESENTATIVE DUTIES

The duties listed below are representative of the essential functions of the job.

1. Provide reference and resource information for the Non-credit Programs; read, interpret, apply and explain policies, procedures, rules and activities in conducting transactions with District personnel, students, and the public.
2. Compile and tabulate statistical data; compile information from various sources and prepare appropriate forms, schedules, and reports; list, abstract or summarize data.
3. Register students for assigned programs and receive and process fees as assigned; establish, organize and maintain student records and files including attendance records.
4. Review documents for accuracy, completeness and conformance to established procedures and standards.
5. Communicate in person, online and on the telephone with students, faculty, staff and the public regarding the collection of monies. Work the front line counter, receive payments and deposits, and issue cash refunds in accordance with established District policies and procedures.
6. Process and post credit card payments, review and analyze credit card transactions, and monitor web credit card payments.
7. Process a variety of financial information and input data regarding assigned accounts. Gather, assemble, tabulate, proof, extend, verify, balance, summarize, and post fiscal data to appropriate accounts. Prepare various documents and reports.
8. Reconcile accounts as assigned. Issue notifications and collect on bank returned checks.
9. Perform duties associated with parking including processing and maintain records and documents; disseminate information to the public, students and staff regarding policies and procedures. Update and maintain informational brochures. Receive forms and review for accuracy, completeness and conformance to applicable rules and regulations, receive payment and issue parking permits. Record permits and maintain database.
10. Assist with processing parking citations, receive complaints, research violations with security officers, meet with supervisor to review appeals, and schedule hearing with arbitrator. Perform collection procedures associated with parking, including research, investigation and follow up of delinquent funds. Analyze and resolve account discrepancies, verify information submitted by the borrower, compose correspondence.
11. Research, process and maintain student records including address, telephone or other changes; update student database and verify accuracy; notify students and file documentation.

12. Disburse checks for Athletics and cash checks for meals, petty cash, cash boxes with start funds, financial aid and payroll checks.
13. Operate a variety of office machines and equipment including a computer and related software applications, typewriter, copier, calculator and other equipment.
14. Receive, open and distribute mail. Attend a variety of meetings and record notes as assigned. Coordinate and complete functions associated with document imaging.
15. Assist in the training of student workers; provide work direction and guidance; assign and monitor work. Assist Admissions and Records with clerical support as assigned.
16. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of: Basic knowledge of goals and objectives of assigned office or functional area; standard office procedures and organizational skills; methods, procedures and terminology used in clerical, cash handling and accounting functions; alpha and numeric filing systems; operation of standard office machines and equipment, including a computer and applicable software including work processing, database management, spreadsheets and email; modern office practices, procedures and equipment; record-keeping techniques; telephone techniques and etiquette; correct English and Spanish usage, grammar, spelling, punctuation and vocabulary; interpersonal skills using tact, patience and courtesy; an understanding and sensitivity to diverse backgrounds of community college students.

Ability to: Provide specialized clerical support requiring a broad knowledge of an assigned program or functional area; remain current and apply and explain policies, procedures and activities related to an assigned program or function; perform a variety of clerical duties involving independent judgment in the interpretation, application or modification of existing procedures; operate a computer and Microsoft Office applications and a variety of office machines and equipment technology, including a 10 key calculator; complete assignments with minimal supervision; demonstrate sound judgment in the application and interpretation of existing methods and procedures; understand and work within scope of authority; interact and work cooperatively with individuals from diverse cultures and backgrounds; establish and maintain cooperative and effective working relationships with others with a diverse office and campus setting; maintain records and prepare reports; understand and follow oral and written directions; communicate effectively verbally and in writing in English and Spanish to exchange information in person and on the telephone; learn, interpret and communicate policies, guidelines, regulations and laws; work confidentially with discretion; bend at the waist, kneel or crouch; lift and carry 25 pounds; sit or stand for extended periods of time.

EDUCATION AND EXPERIENCE

Any combination equivalent to: graduation from high school and three (3) years of increasingly responsible clerical experience involving the handling of cash and the ability to communicate effectively both verbally and in writing in English and Spanish.

WORKING CONDITIONS

Environment: Office environment. Constant interruptions.

EMPLOYMENT STATUS

Bargaining Unit Position

Classified Salary Schedule Range9

8/16/13