The Business Office Specialist position at the Columbia Higher Education Center shall be appointed by the Board of Trustees upon the recommendation of the President. The salary and term of office shall be fixed by the Board of Trustees upon the recommendation of the President. This person will report to the Director of Site Operations & Student Affairs at MACC-Columbia and the Director of Business Services.

Description:
This position is responsible for performing the day to day operations of the Business Office at the Columbia campus, working closely with students, faculty, and staff. This is a salaried, non-exempt position covered by the Public Education Employee Retirement System of Missouri (PEERS).

Qualifications:
This position requires the ability to problem solve, be detail oriented, multi-task, and work under pressure. This position requires occasional lifting up to 25 lb. Cashiering, general office experience, and an associate’s degree are preferred. This position requires the ability to be available to work short-notice overtime and to occasionally travel to training sessions that may or may not require an overnight stay. The following skills are required:

- Ability to deliver high quality customer service
- Ability to handle confidential matters in accordance with the Family Educational Rights and Privacy Act (FERPA) federal regulations
- Ability to communicate effectively in both oral and written communications
- Ability to work individually and as a team member
- Ability to produce accurate results
- Proficiency with computer based software including Word, Excel, Outlook, and Windows, and the ability to learn in-house computer software
- Extensive data entry skills, spreadsheet, and word processing proficiency
- Proficiency with desktop calculator
- Ability to meet established deadlines and manage multiple priorities with frequent interruption

The Columbia campus Business Office Specialist shall:

1. Assist students, faculty, and staff with Business Services transactions;
2. Know, follow, and explain College policy upon internal and external customer inquiry;
3. Work closely with the Moberly campus Business Services, Accounting, Financial Aid, Registrar, or other appropriate College departments to provide them with the details regarding deposits, payment plans, collections, refunds, attendance, and other information;
4. Assist students or their advocate in accordance with FERPA with detailed student account information, online or in-house payment plans, past due account balances, or collection agency information;
5. Perform general clerical duties;
6. Process and maintain records on all money received by the Business Office and Student Services;
7. Run daily station report and reconcile daily cashiering activity;
8. Deposit funds received and pickup deposit receipts and currency exchanges at a local bank on a daily basis;
9. Be responsible for the disbursement and replenishment of petty cash and maintain appropriate records;
10. Process scholarship checks and Scholarship Terms Forms;
11. Disburse student financial aid and other student refund checks;
12. Contact instructors to verify student attendance prior to releasing student financial aid checks;
13. Contact students by phone and email requesting payment for past due balances or to pick up refund checks;
14. Coordinate with vending company for machine repairs and refund reimbursement;
15. Maintain inventory warranty files of small office equipment and contact companies for warranty service as needed;
16. Assist with tracking site requisitions and reconciling orders;
17. Maintain spreadsheets, charts, and instructions for requisition processes, accounts, fees, disbursements, inventory, copiers, and others;
18. Check in and distribute graduation regalia to students, staff, and faculty;
19. Assist Student Services as needed;
20. Perform other duties as assigned.