TODAY’S AGENDA

• Why do we need Job Descriptions?
• What’s on the website?
• What’s the timeline?
  • Goal is to have all job descriptions up to date by 6/15/2012
• What do we need to do to accomplish that?
  • Tips on getting started
WHY DO WE NEED JOB DESCRIPTIONS???

- Establishes responsibilities.
- Establishes performance guidelines.
- Limits legal exposure to issues such as equal opportunity and discrimination laws.
- Aids in the establishment of the Fair Labor Standards Act (FLSA) classification (exempt vs. nonexempt).
- Helps to establish pay levels.
- Helps to manage employee expectations.
- Serves as tool for recruitment and employee selection.
- Assists in determinations of American with Disabilities Act (ADA) reasonable accommodation.
- Assists with employee career development.
- Supports the succession planning process.
TIMELINE: THINGS TO KEEP IN MIND

- Start with what you currently have
- Manager and staff review and meet
- Combine ideas, do a first draft
- Review, ask HR to review
- HR will respond and discuss with you
- Draft final document

THEN –

- Send electronic copy to HR
- Send signed document to HR for employee file.
SOME TIPS -

• Focus solely on the job.
  • Avoid the “wish list” of skills or personality traits.
  • Focus on the work not the person.
• Use action verbs (See examples in the Manual)
• Use clear, concise and easily understood language
• Allow for flexibility.
• Manager and staff working together:
  • Keep in mind the changing needs of the department to help identify gaps in workforce.
  • Input from employees makes the job descriptions stronger.
• List job tasks by priority.
  • Organize the list from most essential tasks to least essential tasks.
MORE TIPS!

• Be specific.
• Realize there’s more than one way to do many tasks.
  • Avoid: “Must walk from Eckhart to Dunham twice a day.”
  • Instead: “Must be able to move about campus on a daily basis.”
• Have reasonable expectations.
  • Setting the “bar” too high or too low can affect candidate pool.
• Be consistent.
  • Define terms like “may,” “occasionally,” and “periodically”.
• Obtain input from others.
  • Solicit information from employees, managers/supervisors, etc.
PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Represents Aurora University in the most positive manner with prospective, former and current students, clients, suppliers and the community we serve. Interacts effectively with a diverse group of faculty, staff, students and other customers of our service, learns and uses operating practices of the department and Aurora University.

2. Upholds the Mission Statement: Aurora University an inclusive community dedicated to the transformative power of learning.

3. Handles confidential information with tact and discretion.

4. Coordinate and maintain functional relationships with the Registrar’s, Financial Aid, Residence Life, Business, and various departmental offices.

5. Oversee cashier’s functions.

6. Oversee the collection of the Aurora University Student Loan program and the Perkins Loan Program.

7. Oversee all student invoicing and billing.

8. Oversee collection activities on tuition accounts.

9. Coordinate processing of all financial aid funds, both transmittable and EFT loan types. Coordinate processing of student refunds due to overpayment and excess financial aid funds in accordance with federal and state policies.

10. Set up, maintain, and monitor the automated accounts receivable system and approve all non-automated charges and adjustments.

11. Hire, train, supervise, and evaluate Student Accounts staff.

12. Manage monthly and semester tuition related University billing including unique requirements for undergraduate cohort programs (management and nursing), graduate cohort programs, and George Williams Campus programs. As well as from State of Illinois agencies such as Department of Children & Family Services and Department of Rehabilitation Services, and from individual funding programs and employers.

13. Recommend changes in procedures and policies as needed to insure departmental efficiency and fair billing/collection practices to student customers.

14. Test and evaluate new procedures and software as needed.

15. Test and evaluate online payment and billing system for accuracy and ease of use.

16. Write and maintain procedure guides for common departmental processes.

17. Prepare reports for annual audit as requested and required.

18. Prepare and present informational presentations for new students and parents as needed or requested, including handouts or guidebooks.

19. Maintain departmental webpage and update with current date, tuition, and policy information.

20. Reconcile subsidiary ledgers to general ledger on a regular basis; identify and investigate any discrepancies.

OTHER DUTIES AND RESPONSIBILITIES:

- Performs other functions as necessary or as assigned.
- Implement and test functions of the automated accounts receivable database.
- Attend CORE team meetings.
- Evaluate student requests for exceptions and appeals of charges by leading and organizing appeal committee.
- Reconcile student insurance billing and process insurance payment and roster.

Core Competencies:

- Represents Aurora University in the most positive manner with prospective, former and current students, clients, suppliers and the community we serve. Interacts effectively with a diverse group of faculty, staff, students and other customers of our service, learns and uses operating practices of the department and Aurora University.

- Upholds the Mission Statement: Aurora University an inclusive community dedicated to the transformative power of learning.

- Handles all information with tact and discretion and confidentiality.

- Supports learning through performance of essential job functions and performing other duties and functions as necessary or as assigned.

Essential Job Functions:

- Manages the Student Accounts functions including cashiering, invoicing and billing of tuition and other financial activities, and collections. Recommends policies and procedures. Ensures accuracy and completeness of all cash receivables and collections on behalf of university.

- Coordinate processing of all financial aid funds, both transmittable and electronic. Coordinate processing of student refunds due to overpayment and excess financial aid funds in accordance with federal and state policies, includes Perkins Loan Program. Reconciles subsidiary ledgers to general ledger, prepares account analysis and budget review on regular basis.

- Hire, train, supervise, and evaluate Student Accounts staff.

- Prepare and present informational presentations for new students and parents as needed or requested, including handouts or guidebooks.

- Evaluate student requests for exceptions and appeals of charges by leading and organizing appeal committee.
• Forms and Templates

• Job Descriptions:
  • Job Description Manual (Word doc)
  • Job Description Template (Word doc)
WE’RE HERE TO HELP

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