UNIVERSITY OF SOUTHERN CALIFORNIA

Payment Processor

Job Code: 113031

| OT Eligible: | Yes |
| Comp Approval: | 9/29/2016 |

**JOB DESCRIPTION:**

Accepts, documents, and issues requested receipts for payments made in person, over the phone, online, or through the mail. Monitors assigned accounts and responds to inquiries regarding charges, balances, due dates and late fees. Manages customer accounts and resolves customer issues, complaints and problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service. Prepares bank deposits, checking for accuracy and reconciling any errors, as required. Ensures compliance with all University and department policies and procedures and Federal guidelines.

**JOB ACCOUNTABILITIES:**

<table>
<thead>
<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>————</td>
<td>————</td>
</tr>
</tbody>
</table>

Accepts, documents, and issues requested receipts for payments made in person, over the phone, online, or through the mail. Verifies signatures on all documents, transactions, or other paperwork. Examines currency for counterfeiting.

| ———— | ———— |

Monitors assigned accounts and responds to inquiries regarding charges, balances, due dates and late fees. Researches payment posting issues, such as misapplied payments, missing items, or duplicate payments. Processes necessary adjustments or corrections. Generates deferments when necessary.

| ———— | ———— |

Manages customer accounts and resolves customer issues, complaints and problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service. Escalates difficult or complex problems to manager, as necessary.

| ———— | ———— |

Prepares bank deposits, checking for accuracy and reconciling any errors, as required. Creates financial reports, as requested.

| ———— | ———— |

Ensures compliance with all University and department policies and procedures and Federal guidelines with respect to disbursal of any refund, loan check or any other type of monetary transaction involving student accounts. Advises management of inconsistencies with and recommends modifications to department policies and procedures.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential: ☐ No
In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**
- High school or equivalent
- Combined experience/education as substitute for minimum education

**Minimum Experience:**
- 6 - 12 months

**Minimum Field of Expertise:**
- Ability to handle and balance cash. Ability to process or learn to process credit card payments and transactions. Strong math skills. Strong data entry skills with ability to process high volumes of transactions accurately. Basic accounting. Proficiency in Word. Proficiency in Excel.

**Preferred Experience:**
- 2 years

**Preferred Field of Expertise:**
- Cash handling in a similar environment.

**Skills: Administrative:**
- Answer telephones
- Assemble and organize numerical data

**Skills: Machine/Equipment:**
- Adding machine
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

**Supervises: Level:**
- May oversee student, temporary and/or resource workers.

**SIGNATURES:**

Employee: ___________________________ Date: ___________________________
The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

The University of Southern California is an Equal Opportunity Employer