



JOB INFORMATION

Job Code:	113031
Job Title:	Payment Processor
FLSA Status:	Non-Exempt
Supervisory:	May oversee student, temporary and/or resource workers.
Job Family:	Cashier
Job Family Group:	Cashiers
Management Level:	7 Individual Contributor

JOB SUMMARY

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 QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		<1 year	
	X	2 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to handle and balance cash.
X		Ability to process or learn to process credit card payments and transactions.
X		Strong math skills.
X		Strong data entry skills with ability to process high volumes of transactions accurately.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Basic accounting.
X		Proficiency in Word and Excel.
	X	Cash handling in a similar environment.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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 disbursement 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.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are

not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.