

Persona



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Bill Peymaster

Supervising Cashier

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"The staff expect me to know it all and be able to teach them."

"At the end of the day its all got to add up."

Scenarios

Assisting cashiers

With additional knowledge and experience, the supervising cashier can assist others in understanding and using KSA. The supervising cashier can demonstrate how the system works, explain how results were obtained (especially payment application, refunds, and financial aid transactions), and assist with account holders who have issues requiring more knowledge and experience than a cashier may have.

Authorizing refund of credit balance

Cashiers are limited by authorization to refund credit balances. When a check or funds transfer is needed, the supervising cashier will review the anticipated transaction and, if appropriate, authorize a check when the amount that exceeds the authorization of the cashier and is within the authorization of the supervising cashier.

Ensuring financial control of submitted department transactions

During the work day there will be incoming transactions from sources within the university. This will be submitted either as online transactions done by departmental liaison or submitted as a batch from another information systems application.

The supervising cashier will review each file of incoming transactions comparing the reported batch totals (payments, credits, and net transaction counts and totals) with those from preliminary edits and from batches processed. The supervising cashier will also review sample of the transactions for "reasonableness" in order to identify possible errors before continued processing. (There are three steps—the batch totals

must ompare, an edit of the transaction identify errors before attempting to update KSA, and then a review of any remaining errors during KSA processing.

The supervisor can also monitor batch transactions and totals from department liaisons as well as those in the cashiering office.(Department Liaisons have read access to either all accounts or transactions within accounts for certain transaction types within the scope of their responsibility. The Liaisons are also responsible for preparing batches of transactions that may be produced by applications under their control).

Support customer service representatives

When a customer service representative encounters an accounts receivable issue that needs extensive knowledge and experience, this could be referred to the supervising cashier for resolution.

Similarly the supervising cashier can serve as a resource of knowledge and experience for the business processes that enable transactions to move quickly and accurately to available transactions.

Initiate and monitor electronic funds transfers

Broadly the supervising cashier needs to monitor transaction flows for credit and debit cards, ACH (automated clearing house), direct transfers between accounts, and federal wire transfers to ensure timely and security transaction processing. This requires broad knowledge of real-time and batch transactions.

Because of the value of some transactions, funds transfer may require a higher level of knowledge than others, which could be done by a cashier.

Objectives

- Provide service to students that would be considered excellent
- Ensure financial integrity and compliance of financial transactions
- Develop and monitor business processes that incorporate multiple sources of transaction input that are timely, valid, and adequately described.
- Demonstrate knowledge and experience by accurate, immediate, and complete resolution of issue

Concerns

- The scope and role of the supervising cashier may exceed reasonable expectations.
- Data systems which provide and accept transactions from KSA may be inadequate, poorly documents, or obsolete.
- The supervising cashier should be supported by information on law, regulation, and practices that may be forthcoming and should be given the opportunity for training.

KSA Rating: 4.6

