

**MEMORANDUM OF UNDERSTANDING By and Between the
Santa Barbara Community College District and The
California School Employees Association and Its
Santa Barbara City College Chapter #289 (CSEA)**

The Santa Barbara Community College District (District) and the California School Employees Association and its Santa Barbara City College Chapter #289 (CSEA or Association) agree to the following stipulations regarding the reorganization of the Fiscal Services division specifically impacting the Student Finance area.

The District hereby acknowledges that CSEA is the exclusive bargaining representative for that unit of employees recognized and defined by the District per its Resolution No. 25 (1975-6) dated April 22, 1976. The unit includes all employees in classified positions who are a part of the classified service and all newly created positions except those that are Certificated, Management, Confidential or Supervisory shall be in the bargaining unit.

It is agreed by the District and CSEA that due to current demands and the diversity in role and functions of the Accounting Technician within the Fiscal Services Division and specifically the Student Finance area there is a business necessity to reclassify select positions within the Fiscal Services Division.

The reorganization reclassifies three occupied positions and one vacant position, as follows:

- A. The incumbents Brittany Herrera, Ana Carter and Sandy Ly will be reclassified from Accounting Technician III to Student Finance and Accounts Receivable Technician III. This reclassification includes an updating of the job description and will remain on salary range 32 with no change in compensation.
- B. The incumbent Stephanie Linnander will be reclassified from Accounting Technician II to Student Finance and Accounts Receivable Technician II. This reclassification includes an updating of the job title and description only and will remain on salary range 25 with no change in compensation.
- C. There is a need to create one new classification
 - 1. Student Finance and Accounts Receivable Technician I position at range 18.
- D. The proposed changes will require no new probation period, and the salary and anniversary date of the affected employees will not change.
- E. The affected employees' seniority shall be computed from the date of the unit member's earliest entrance into their former classification, pursuant to Article 14.1.2.b of the collective bargaining agreement between the parties.

The attached job descriptions represent the duties and salary ranges assigned to the three new classifications listed above.

This tentative MoU is subject to ratification by CSEA and its Santa Barbara City College Chapter #289 and the approval of the Santa Barbara Community College District Board of Trustees.

FOR THE ASSOCIATION:



Elizabeth Auchincloss #289
President, CSEA Chapter #289

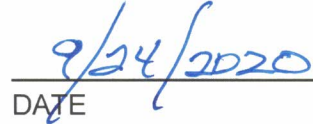
FOR THE DISTRICT:



Michael W. Shanahan
Vice President
Santa Barbara Community College District



Mark Moore
Labor Relations Representative
California School Employees Association



DATE

September 2020

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED

CLASS TITLE: STUDENT FINANCE & ACCOUNTS RECEIVABLE SPECIALIST

SALARY SCHEDULE/RANGE: 29/18

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of general (I) customer service, clerical and accounting activities in support of assigned functions such as accounts receivable, fee collection and cashiering with considerable accuracy and timeliness.

DISTINGUISHING CHARACTERISTICS:

The Student Finance & Accounts Receivable Specialist I provides general clerical and customer service related support for student account maintenance, basic accounts receivable activities and cash drawer management. Accounting work is covered by well-established procedures and other assignments include clerical support of an assigned accounting area. This level requires a general understanding of the Department's policies and procedures and general understanding of Financial Aid.

The Student Finance & Accounts Receivable Specialist II performs more advanced customer service and accounts receivable activities in areas such as reconciling and troubleshooting student accounts. Incumbents work under general direction and have on-going responsibility for all cashiering functions and higher level of applied knowledge and skill required. This level requires a comprehensive understanding of the Department's policies and procedures and general understanding of Financial Aid.

The Student Finance & Accounts Receivable Specialist III works independently on more complex accounts, producing accounting reports requiring a more extensive knowledge of accounts receivable, student accounts and account auditing. This level requires an in-depth knowledge of the district financial system and a comprehensive understanding of the District's policies and procedures regarding the district financial system assigned and a moderate level of knowledge of Financial Aid.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of general accounting duties in support of assigned college accounts and functions such as accounts receivable, fee collection and cashiering; process and verify various financial forms and documents; review student accounts for errors and make appropriate adjustments.

Reviews, analyzes, and troubleshoots inquiries related to student account information such as transactions, refunds and account adjustments on the district financial system. Coordinates

collection of all cash, check and credit card payments on student accounts; reviews data for accuracy and completeness.

Input a variety of financial and statistical data into an assigned computer system; establish and maintain various auditable records and files; initiate queries, develop spreadsheets and generate a variety of computerized reports and statements; assure accuracy of input and output data; maintain filing systems.

Process accounts receivable as assigned; collect, receive, process and verify incoming monies; prepare and process receipts; check money totals against receipts and invoices to assure accuracy; prepare, balance and reconcile cash accounts, and prepare and distribute bank deposits as required.

Serve as an informational resource to staff, outside agencies and others concerning student accounts, and accounts receivable functions; respond to inquiries, resolve issues, conflicts and discrepancies, and provide general information concerning related accounts, transactions, policies and procedures.

Composes general office correspondence and performs other clerical services of routine nature including, but not limited to filing, data entry, processing of departmental bulk mail and completing forms.

Performs outreach activities to students and third party customers as assigned.

Following federal, state, local and institution privacy laws and policies the incumbent confers with students, parents, personnel and the community to exchange student finance information, resolve issues, or concerns regarding student finance accounts; initiates and receives phone calls to resolve inquiries and discrepancies.

Adhere to the college's policies and procedures while providing a high level of student, staff, community and outside agency support; providing resolution focused skills, equitable solutions, and timely assistance.

Operate a variety of office equipment including a calculator, copier, fax machine, computer and assigned software.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Methods, procedures and terminology used in cash drawer management and bank deposit procedures.

Preparation, review and control of assigned accounts.
Data control procedures and data entry operations.
Modern office practices, procedures and equipment.
Operation of a computer and assigned software.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Arithmetic computations.

ABILITY TO:

Perform a variety of general accounting duties in support of assigned accounts and functions such as accounts receivable, fee collection and cashiering.
Perform a variety of general clerical work related to the preparation, processing, and maintenance of college accounts.
Collect money and verify and balance cash drawer.
Compare numbers and detect errors efficiently.
Manage a large volume of transactions accurately and efficiently.
Perform arithmetic calculations quickly and accurately.
Learn policies and objectives of assigned programs and activities.
Operate standard office equipment including a computer, 10-key, credit card machines and assigned software.
Understand and follow oral and written instructions.
Meet schedules and timelines.
Communicate clearly, concisely and effectively, both orally and in writing.
Establish and maintain effective working and cooperative relationships with others.
A sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and to staff and students with disabilities.
Employ methods to de-escalate issues with customers.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level coursework in accounting or related field and one year clerical or retail experience.

WORKING CONDITIONS:

ENVIRONMENT:

Duties are primarily performed in an office environment, at a desk or at a computer;
The incumbent will experience interruptions while performing normal duties during the regular workday; The incumbent will have contact, in person or on the telephone, with staff and the general public.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Hearing and speaking to exchange information.
Sitting for extended periods of time.

SPECIAL QUALIFICATIONS:

A sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and to staff and students with disabilities.

Experience working with a large volume of transactions.

Organizational skills to maintain accurate records and close attention to details.

Ability to collaborate across all levels of organization.

September 2020

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED

CLASS TITLE: STUDENT FINANCE & ACCOUNTS RECEIVABLE SPECIALIST II

SALARY SCHEDULE/RANGE: 29/25

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of general (I) to advanced (II) customer service, clerical and accounting activities in support of assigned functions such as accounts receivable, fee collection and cashiering.

DISTINGUISHING CHARACTERISTICS:

The Student Finance & Accounts Receivable Specialist III works independently on more complex tasks, producing accounting reports requiring a more extensive knowledge of accounts receivable and account auditing. This level requires an in-depth knowledge of the district financial system and a comprehensive understanding of the District's policies and procedures regarding the district financial system assigned and a moderate level of knowledge of Financial Aid.

The Student Finance & Accounts Receivable Specialist II performs more advanced customer service and accounts receivable activities requiring considerable accuracy and timeliness in areas such as reconciling and troubleshooting accounts. Incumbents work under general direction and have on-going responsibility for all cashiering functions and a higher level of applied knowledge and skill required. This level requires a comprehensive understanding of the Department's policies and procedures and general understanding of Financial Aid.

The Student Finance & Accounts Receivable Specialist I provides general clerical and customer service related support for student account maintenance, basic accounts receivable activities and cash drawer management. Accounts Receivable work is covered by well-established procedures and other assignments including clerical support of an assigned finance area. This level requires a general understanding of the Department's policies and procedures and general understanding of Financial Aid.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of technical accounting duties in the review, evaluation and adjustment of assigned college accounts; provide technical accounting support for various accounts and functions such as student accounts, third party billing, accounts receivable and account auditing.

Monitor, evaluate and reconcile assigned auxiliary funds and accounts; review and verify accuracy of accounts to reflect income, fund transfers and expenditures; reconcile to assure accurate fund accounting.

Input a variety of financial and statistical data into an assigned computer system; establish and maintain various auditable records and files; initiate queries, develop spreadsheets and generate a variety of computerized reports and statements; assure the accuracy of input and output data; maintain filing systems.

Monitors receivables and performs outreach to students and third party customers.

Research, compile, prepare, verify and revise financial data related to assigned accounts and activities; prepare and maintain a variety of auditable financial records, reports, statements and files related to accounts, income, expenditures, personnel and assigned activities.

Reviews, analyzes, and troubleshoots inquiries related to student account information such as transactions, refunds and account adjustments on the district financial system. Coordinates collection of all cash, check and credit card payments on student accounts.

Process accounts receivable as assigned; collect, receive, code and verify incoming monies; prepare and process receipts; check money totals against receipts and invoices to assure accuracy; prepare and distribute bank deposits as required; prepare invoices and arrange for billings as directed.

Distribute, process, audit and evaluate various fiscal forms and applications as assigned; compare and reconcile forms, statements, records, reports and other financial documents; identify errors and resolve discrepancies.

Serve as a technical resource to staff, outside agencies and others concerning student accounts, and accounts receivable functions; respond to inquiries, resolve issues, conflicts and discrepancies, and provide technical information concerning related accounts, transactions, records, laws, regulations, policies and procedures.

Following federal, state, local and institution privacy laws and policies the incumbent confers with students, parents, personnel and the community to exchange student finance information, resolve issues, or concerns regarding student finance accounts; initiates and receives phone calls to resolve inquiries and discrepancies.

Maintain the integrity of the college's policies and procedures while providing a high level of student, staff, community and outside agency support; providing resolution focused skills, equitable solutions, and timely assistance.

Operate a variety of office equipment including a calculator, copier, fax machine, computer and assigned software.

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Student guidance principles and practices.

Methods, procedures and terminology used in general accounting work.

Financial and statistical record-keeping techniques.

General knowledge of fund accounting and business functions of an educational organization.

Policies, procedures and objectives of assigned programs and activities.

Preparation, review and control of assigned accounts.

Data control procedures and data entry operations.

Modern office practices, procedures and equipment.

Operation of a computer and assigned software.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Arithmetic computations.

Methods, procedures and terminology used in cash drawer management and bank deposit procedures.

ABILITY TO:

Perform a variety of general accounting duties in support of assigned accounts and functions such as accounts receivable, fee collection and cashiering.

Perform a variety of general clerical work related to the preparation, processing, and maintenance of accounts.

Collect money and verify and balance cash drawers.

Reconcile, balance and audit assigned accounts.

Review and verify income and expenditures.

Organize and prepare data for records and reports.

Compare numbers and detect errors efficiently.

Identify, investigate and escalate student finance issues, errors and discrepancies.

Monitor and audit income and expenditures of assigned accounts.

Interpret, apply and explain laws, codes, rules, regulations, policies and procedures.

Communicate clearly, concisely and effectively, both orally and in writing.

Establish and maintain effective working and cooperative relationships with others.

Perform arithmetic calculations quickly and accurately.

Meet schedules and timelines.

Operate standard office equipment including a computer, 10-key, credit card machines and assigned software.

Manage a large volume of transactions accurately and efficiently.

Sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability, and ethnic backgrounds of Community College Students.
Employ methods to de-escalate issues with customers.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level coursework in accounting or related field and two years general accounting experience and/or increasingly responsible clerical, hospitality or retail experience.

WORKING CONDITIONS:

ENVIRONMENT:

Duties are primarily performed in an office environment, at a desk or at a computer;
The incumbent will experience interruptions while performing normal duties during the regular workday; The incumbent will have contact, in person or on the telephone, with staff and the general public.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Hearing and speaking to exchange information.
Sitting and standing for extended periods of time.

SPECIAL QUALIFICATIONS:

A sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and to staff and students with disabilities.
Experience working with a large volume of transactions.
Organizational skills to maintain accurate records and close attention to details.
Ability to collaborate across all levels of organization.

September 2020

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED

CLASS TITLE: STUDENT FINANCE & ACCOUNTS RECEIVABLE SPECIALIST III

SALARY SCHEDULE/RANGE: 29/32

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of general (I) to complex (III) customer service, clerical and analysis of accounting activities in support of assigned functions such as prepare, audit, reconcile and maintain accounts receivable, fee collection and cashiering.

DISTINGUISHING CHARACTERISTICS:

The Student Finance & Accounts Receivable Specialist III works independently on more complex tasks, producing accounting reports requiring a more extensive knowledge of accounts receivable and account auditing. This level requires an in-depth knowledge of the district financial system and a comprehensive understanding of the District's policies and procedures regarding the district financial system assigned and a moderate level of knowledge of Financial Aid.

The Student Finance & Accounts Receivable Specialist II performs more advanced customer service and accounts receivable activities requiring considerable accuracy and timeliness in areas such as reconciling and troubleshooting accounts. Incumbents work under general direction and have on-going responsibility for all cashiering functions and a higher level of applied knowledge and skill required. This level requires a comprehensive understanding of the department's policies and procedures and general understanding of Financial Aid.

The Student Finance & Accounts Receivable Specialist I provides general clerical and customer service related support for student account maintenance, basic accounts receivable activities and cash drawer management. The duties are performed by well-established procedures and other assignments including clerical support of an assigned finance area. This level requires a general understanding of the department's policies and procedures and general understanding of Financial Aid.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of specialized accounting duties in the review, analysis, maintenance and adjustment of designated funds and accounts; provide specialized accounting support for various accounts and functions such as government reporting, student accounts, third party

billing, accounts receivable and account auditing; review, adjust and assure accuracy of journal entries.

Review and evaluate records and reports to assure accuracy, completeness and compliance with established guidelines, rules, regulations, procedures and Generally Accepted Accounting Principles; audit accounts, identify errors and make appropriate adjustments.

Research, compile, prepare and revise assigned auxiliary fund data; monitor, evaluate and reconcile assigned funds and accounts; code, verify and update accounts to reflect income, fund transfers and expenditures; reconcile and audit to assure accurate fund accounting.

Prepare and maintain a variety of financial, statistical and narrative records, statements, files and reports related to accounts, funds, revenue, expenditures, reconciliations, and assigned activities; compare and evaluate financial records to identify and resolve discrepancies.

Establishes third party/sponsored contracts; Prepares invoices and audits billing of various federal, state, and local agencies.

Monitors receivables and performs collections outreach to students and third party customers.

Reviews, analyzes, and troubleshoots inquiries related to student account information such as transactions, refunds and account adjustments on the district financial system. Coordinates collection of all cash, check and credit card payments on student accounts.

Process accounts receivable as assigned; collect, receive, code and verify incoming monies for auxiliary and district accounts; prepare and process receipts; check money totals against receipts and invoices to assure accuracy; prepare and reconcile bank deposits as required; prepare invoices and arrange for billings as directed.

Input a variety of financial and statistical data into an assigned computer system; establish and maintain various auditable records and files; initiate queries, develop spreadsheets and generate a variety of computerized reports and statements; assure the accuracy of input and output data; maintain filing systems.

Serve as a technical resource to staff, outside agencies and others concerning student accounts, district, and accounts receivable functions; respond to inquiries, resolve issues, conflicts and discrepancies, and provide specialized information concerning related accounts, transactions, records, laws, regulations, policies and procedures. Develop basic understanding of laws and regulations informing District and Departments policies and procedures.

Distribute, process, audit and evaluate various fiscal forms and applications as assigned; compare and reconcile forms, statements, records, reports and other financial documents; identify errors and resolve discrepancies.

Following federal, state, local and institutional privacy laws and policies the incumbent confers with students, parents, personnel and the community to exchange student finance information, resolve issues, or concerns regarding student finance accounts; initiate and receive phone calls to resolve inquiries and discrepancies.

Maintains the integrity of the college's policies and procedures while providing a high level of student, staff, community and outside agency support; Providing resolution focused skills, equitable solutions, and timely assistance.

Performs other related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Student guidance principles and practices.

Methods, procedures and terminology used in specialized accounting work.

Financial and statistical record-keeping techniques.

Preparation, review and control of assigned accounts.

Data control procedures and data entry operations.

General knowledge of fund accounting and business functions of an educational organization.

Modern office practices, procedures and equipment.

Operation of a computer and assigned software.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Arithmetic computations.

Methods, procedures and terminology used in cash drawer management and bank deposit procedures.

ABILITY TO:

Perform a variety of specialized accounting duties in support of assigned accounts and functions such as accounts receivable, fee collection, third party billing and cashiering.

Perform a variety of general clerical work related to the preparation, processing, and maintenance of accounts.

Collect money and verify and balance cash drawers.

Reconcile, balance and audit assigned accounts.

Calculate, post and adjust journal entries including income and expenditures.

Monitor and audit income and expenditures.

Assemble, organize and prepare data for records and reports.

Compare numbers and detect errors efficiently.

Identify, investigate and resolve student finance issues, errors and discrepancies.

Interpret, apply and explain laws, codes, rules, regulations, policies and procedures.

Communicate clearly, concisely and effectively, both orally and in writing.

Establish and maintain effective working and cooperative relationships with others.

Perform arithmetic calculations quickly and accurately.

Meet schedules and timelines.

Operate office equipment including a computer, 10-key, credit card machines and assigned software.

Manage a large volume of transactions accurately and efficiently.

Sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability, and ethnic backgrounds of Community College Students.

Employ methods to de-escalate issues with customers.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level coursework in accounting or related field and three years general experience and increasingly responsible customer service experience.

WORKING CONDITIONS:

ENVIRONMENT:

Duties are primarily performed in an office environment, at a desk or at a computer;

The incumbent will experience interruptions while performing normal duties during the regular workday; The incumbent will have contact, in person or on the telephone, with staff and the general public.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Hearing and speaking to exchange information.

Sitting and standing for extended periods of time.

SPECIAL QUALIFICATIONS:

A sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and to staff and students with disabilities.

Experience working with a large volume of transactions.

Organizational skills to maintain accurate records and close attention to details.

Ability to collaborate across all levels of organization.