Saint Michael's College
Job Description

Job Title: Manager of Card Services

Department: Auxiliary Services

Supervisor or Manager: Director of Purchasing and Auxiliary Services

Date Created: 12/14/05 Last Revised: 12/14/05 FLSA Status: E

Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:
• Knight Card System is successfully operated as a campus one card system
• Campus wide card readers are installed and maintained
• Monies are deposited to student/faculty/staff debit plans with annual deposits exceeding 1.1 million dollars
• The needs of the campus community are satisfied regarding deposits, account inquires, and statement information
• New and replacement I.D.’s are processed to include card design, taking photos, and printing cards
• Department expenses are managed while staying within budgetary constraints
• New ways of utilizing the system in order to produce new revenue streams are constantly reviewed and analyzed
• Deposits and posting of student account funds are done promptly to help facilitate the updating of St. Michael’s student receivables
• Revenues are deposited in a timely manner for all departments while meeting their daily operational cash needs
• The campus wide Purchase Card system is coordinated and all users are trained properly
• Individual accounts are issued and the Purchase Card system’s informational needs are modified and updated with annual purchases exceeding 3 million dollars

Essential Duties and Responsibilities:
• Manages departmental expenses and budget
• Supervises Cashier and work-study students
• Makes daily student deposits for the Knight Card system
• Produces new and replacement student/faculty/staff I.D.’s
• Troubleshoots problems with declining debit balance accounts
• Produces, prints, and distributes monthly Knight Card statements
• Repairs computer equipment associated with Knight Card system and installs new equipment as needed
• Prepares comprehensive reporting from debit system
• Presents Knight Card System seminars on opening day of each semester, and coordinates first year informational sessions and summer weekend orientation sessions
• Produces materials to support all aspects of system-related training
• Balances cash accounts, issues monthly checks and produces monthly accounting reports
• Utilizes credit card processing system and balances daily cash
• Audits on and off campus sales and distributes reporting for department sales on campus
• Analyzes and implements new uses for Knight Card System
• Utilizes Datatel for cashiering, A/P vouchering and student information
• Maintains and updates Knight Card website
• Markets the Knight Card System and produces leaflets and pamphlets
• Interacts with department managers/directors and coordinates interoffice transactions
• Produces monthly journal entries and balances budget accounts
• Acts as “on call” person for campus card system issues
• Imports and updates new student files, meal plan data, graduate files and performs related data input as necessary
• Coordinates system upgrades with UVM and SMC
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- Plans and implements Purchase Card Program
- Inputs employee data and imports SMC Data into the JP Morgan Chase system, develops hierarchy, accounting, and personnel files and troubleshoots employee issues with JP Morgan
- Generates monthly mapper for JP Morgan file import to Datatel
- Orders all Purchasing cards and checks daily transactions
- Designs and implements new Smugg’s Ski Pass cards
- Produces and distributes Smugg’s Ski Passes

**Secondary Responsibilities:**
- Provides management advice to Accounts Payable, Purchasing, as well as the Controller regarding implementation and ongoing operational effectiveness of the Purchase Card program
- Participates in management-level discussions, committees and attends trainings as needed

**Positions Supervised:**
- Cashier (1)
- Work-study students (7-10)

**Major Contacts:**
- Students
- Parents
- Department Managers
- Accounts Payable and Accounting Clerk
- Controller
- Financial Aid
- Payroll Specialist
- Student Accounts
- Purchasing
- Director of Purchasing and Auxiliary Services
- Sodexho staff
- JP Morgan Chase Rep
- C.S. Gold Rep.
- UVM Manager of Card Services
- UVM Accountant
- UVM Technical Assistant
- Security
- Security Administrative Assistant
- SIS staff
- Bookstore Manager and staff
- I.T. staff

**Demonstrates Excellence:**
- Uses experience with computerized systems and software, and knowledge of how all the systems interact on campus, as well as our piggybacked system with UVM to handle issues that arise with an expert eye
- Troubleshoots failed systems and uses logic to bring systems and equipment back on line with minimal down time
- Communicates and interacts well with many individuals and groups on and off campus
- Handles the responsibilities and challenges of a high profile, campus wide position with poise and sophistication
- Is highly successful at training many different users on how to utilize the existing systems
- Establishes and maintains excellent working knowledge of SMC Campus contacts to help people new to the system
- Demonstrates exceptional organizational skills under pressure to keep the many pieces of job all moving forward, managing and maintaining daily operations of Campus Card System and Cashier’s function, as well as the Purchasing Card program
- Represents the College well and interacts professionally with major financial institutions such as J.P. Morgan Chase
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Education and Work Experience:
• Bachelor’s degree or equivalent combination of education and experience
• Accounting Background

Analytic Skills:
• The ability to assess the results of various analytical techniques in order to identify cause-and-effect relationships and then develop plans to change a situation.

Language and Literacy Skills:
• Reads and interprets a wide range of information. May interpret documents to others. Regularly writes reports and correspondence. Able to shift writing style as needed for different audiences. Regularly explains policies, listens to questions, responds, and problem solves. Speaks to individuals and small groups effectively.

Computer/Technology Skills:

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Licenses, Certifications and Other Requirements:
• None required

Physical Demands:
• Work is often performed in a typical office environment requiring:
  • Sitting in a normal seated position for extended periods of time
  • Reaching by extending hand(s) or arm(s) in any direction
  • Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
  • Communication skills using the spoken word
  • Vision sufficient to see within normal parameters
  • Hearing sufficient to hear within normal range
  • No or very limited physical effort
  • No or very limited exposure to physical risk

While performing the duties of Manager of Card Services, the employee is occasionally required to lift and/or move 10-25 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

Additional Requirements for the Job:
• Capability to participate in Administrator training for CBORD C.S. Gold System and training with Datacard I.D. System
• Willingness to be “on call” for Campus Card System and Purchase Card System
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- Flexibility in schedule to work three Saturdays in July for Academic Orientation and work extended hours including the weekend at the beginning of Fall and Spring Semester

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.