



## **Fees Assistant**

## **Finance Office**

### **2 Posts:**

**1 x 1 Year Fixed Term Contract**

**1 x 18 month Fixed Term Contract**

### **Overview**

Dublin City University ([www.DCU.ie](http://www.DCU.ie)) is a young, ambitious and vibrant University, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise and Transformation', it is committed to the development of talent, and the discovery and translation of knowledge that advances society and the economy. DCU is the Sunday Times Irish University of the Year 2021.

The University is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. It currently has more than 18,000 students enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education. DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on creating a transformative student experience, and its positive social and economic impact. This exceptional commitment on the part of its staff and students has led to DCU's ranking among the top 2% of universities globally. It also consistently features in the world's Top 100 Young Universities (currently in QS Top 70 Under 50, Times Higher Top 150 Under 100).

DCU is placed 84th in the world, in the Times Higher Education University Impact Rankings – measuring higher education institutions' contributions towards the UN Sustainable Development Goals. Over the past decade, DCU has also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

### **Role Profile**

Reporting to the Student Fees and Accounts Receivable Manager the role will include providing student fee administration support for a range of activities within the fees function of the Finance Office and the University as a whole, as part of the Student Fees and Accounts Receivable team. The role will liaise closely with team colleagues, other Finance Office teams, departments and schools across the University, as well as external stakeholders.

### **Duties and Responsibilities:**

The duties and responsibilities of the position include, but are not restricted to, the following activities:

- Assistant with students, staff and others, who present at the Students Fees Office whilst also assisting students via email, phone and on-line with student fee related queries.
- The collection of student fees both from students directly and third parties.
- Identify possible bad debt exposure in relation to student fees and bring to the attention of the Line Manager for further action.
- Assist the Fees team with student fee administration support for a range of activities within the Fees function.
- Ensure accurate billing of student fees in accordance with the DCU Fee Prospectus and also with DCU policies and procedures.
- Actively ensure queries from students in relation to fees are dealt with in a confidential and discreet manner and are in line with GDPR regulations within the University.
- Active participation in University Student Events such as the Annual Open Day and Registration Days.
- Accountable for timely and accurate invoicing to customers, both domestic and international, in line with underlying contracts, and the University's policies and procedures.
- Ensure sales orders, funds allocation to the customer account, as well as matching funds received to sales invoices, are being completed on a regular basis throughout each month, to ensure up-to-date reporting to the business units and management.
- Actively engage with internal stakeholders (including Faculties, Research Centres, Finance Research Team), to ensure that invoices are raised and the collections process is streamlined and co-ordinated.
- Assist the Fees Team in any updates to the existing Student Fees System and/or the implementation of any process improvements.
- Actively contribute to and assist with the implementation of the Student Information System (SIS), which includes but is not limited to, attending workshops and training sessions, assisting the change process, and system testing.
- Any other duties that may be assigned to the role.

### **Qualifications and Experience**

**Essential Criteria:** Leaving Certificate plus a recognised secretarial qualification and 3 years' relevant experience in an accounts receivable role or a recognised secretarial course plus 5 years' relevant experience in an accounts receivable role without a Leaving Certificate.

**Desirable Criteria:** The applicant will have strong MS Excel skills and previous financial systems experience. In addition, prior experience of student fees or another similar fee collection system would be a distinct advantage.

### **In addition, the ideal candidate will have:**

- Excellent written and oral communication skills, and an awareness of the differing requirements of a diverse University setting.
- Excellent interpersonal skills and the ability to collaborate and build positive relationships with other colleagues and external stakeholders.
- Ability to work flexibly, effectively and under pressure to ensure tasks are finalised to strict deadlines.
- Strong attention to detail to ensure completeness and accuracy of information.
- Self-motivated and proactive, with the ability to organise, co-ordinate and progress the tasks associated with the role on an independent basis.
- Ability to work effectively as part of the team, offering assistance to colleagues when required, and ensuring services are delivered in accordance with the University's requirements.

- An active interest in learning new processes and systems.
- Experience in customer service.
- The role may change in line with Unit / University requirements and developments. The successful candidate will be expected to show flexibility in line with any changes which may occur.

**Mandatory Training:**

The post holder will be required to undertake the following mandatory compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when appropriate.