

The University of Akron  
**Classification Specification**

<b>Job Title:</b>	Coord Zip Card Office	<b>Job Code:</b>	41287
<b>Job Function:</b>	Staff	<b>Grade:</b>	117
<b>Job Family:</b>	Classified	<b>FLSA:</b>	Non-Exempt
<b>SOC Description:</b>	1000 Administration Support Group	<b>Date:</b>	9/08

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**Job Summary:**

Oversee the daily operations of the Zip Card Office locations. Assist with the External Merchants Program.

**Essential Functions:**

50% Supervise and train all Zip Card Office locations and employees. Schedule employees at various locations during core office hours and arrange for breaks as needed. Monitor pricing with ID card vendors for competitive pricing.

15% Provide accurate information to students and parents related to dining plans, rewards, Zip Card accounts, billing and payment issues.

15% Process financial information for the Zip Card Office including cash and credit card transactions. Collect cash from value transfer machines on campus. Perform routine and non-routine tasks associated with monthly and weekly reports to vendors. Coordinate billing and maintain changes to dining plans for residents and non-resident students.

10% Assist with External Merchant Program. Provide financial information for all external merchants including payments and troubleshooting of issues. Create necessary requisitions for on campus transfers. Provide documentation for SOP on inter-office website.

10% Produce department requisitions and process other financial paperwork related to the daily operations of the Zip Card Office.

**Education:**

Requires high school diploma or GED.

**Licenses/Certifications/Requirements:**

None.

**Experience:**

Minimum of 2 years experience in business office. Knowledge of specialized transaction software information and interpretation, strong computer skills and working knowledge of hardware used for transaction system. Strong customer services skills and the ability to effectively interact with a diverse university and merchant community.

**Leadership:**

Responsible for directing and monitoring the work of student and/or temporary workers.

**Physical Requirements:**

Light physical effort required involving stooping and bending; individual has limited discretion about walking, standing, etc.; occasionally lifting of lightweight objects (up to 25 lbs.).

**Working Conditions:**

Standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions and/or minor heating/cooling or ventilation problems. Near continuous use (>70% of the time) of a video display terminal.

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The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.