



500 Riverside Drive  
New York, NY, 10027  
212-316-8400  
ihouse-nyc.org

**Position Title:** Bursar Services Senior Associate  
**Office:** Finance  
**Reports To:** Assistant Director, Bursar Services

**Position Purpose:**

Under the guidance of the Assistant Director of Bursar Services, attend to the operations of the Riverside Front Desk while providing services to the Residents and Guests of International House.

**Essential Functions:**

- Ensure thorough and accurate entry and posting of charges and credits related to guest and resident accounts (arrival, occupancy, and departure) and administrative accounts.
- Check in permanent Residents, post charges and explain charges and provide statement of account.
- Ensure that all Guest payments are taken 7 days in advance as per the movement report.
- Provide exceptional customer service to Residents and Guests by handling all their complaints and queries or by directing them to the right department.
- Share knowledge of House operations the location of different amenities in the House.
- Balance the daily banking slip; ensure security of Front Desk safes and cash drawers as well as maintenance of all room keys.
- Administer dining credit accounts.
- Prepare and analyze accounts following Residents' departures.
- Prepare refunds of security deposits.
- Maintain Arrival and Departure sheets for the Claremont Desk, including making I.D. and room keys for late arrivals.
- Provide check-in and check-out procedures, knowledge of all scheduled public events, sign in guests.
- Process room extensions (extending reservation dates, posting additional room and dining charges, and obtaining payment).
- Processing resident cancellations (adjusting reservation dates, room and dining charges, and obtaining additional payment or issuing refunds).
- Adjust accounts for deferments (obtaining written proof of monthly income, processing necessary adjustments to resident accounts, e-mailing of resident accounts and collecting payments each month).
- Post charges and payments for garage space rentals and issue devices for access to the garage.
- Take monthly inventory of I-House branded items for sale at the Riverside Desk.

**Supportive Functions:**



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In addition to the performance of the essential functions, this position may be required to perform a combination of supportive functions, with the percentage of time performing each function to be determined by the supervisor based on the requirements of the House.

### **Requirements**

- Regular attendance in conformance with the policies established by International House is essential to the successful performance of this position.
- Bachelor of Arts/Science is required, and familiarity with basic accounting is preferred.
- Must have a working knowledge of Excel and Word.
- Experience working at a hospitality desk or bursar office is a plus.
- The candidate must be able to work on a flexible schedule, as work hours will vary, and be able to work on Saturday.
- Due to the cyclical nature of activities during the academic year, employees may be required to work varying schedules to reflect the needs of the office and/or the House.
- All employees must maintain a neat, clean, and well-groomed appearance.
- Upon employment, all employees are required to fully comply with the policies and procedures established by International House to ensure the safe and efficient operation of the facility.
- Must possess the ability to read and follow written and oral instructions in English.
- Must be able to learn and use work-related technology applications.

### **HOW TO APPLY:**

Please submit a cover letter and resume via e-mail to [nfranciacotter@ihouse-nyc.org](mailto:nfranciacotter@ihouse-nyc.org) with "Bursar Services Senior Associate" in the subject line. The application deadline is **March 31<sup>st</sup>** (or until the position is filled).

*International House provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, International House complies with applicable state and local laws governing nondiscrimination in employment. International House expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.*