



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

**Position Title:** Bursar Services Associate  
**Office:** Finance  
**Reports To:** Assistant Director, Bursar Services  
**Classification:** Non-Exempt

**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
- Knowledge of the operations of the House and the location of different amenities in the House.
- Balancing of the daily banking slip; ensure security of Front Desk safes and cash drawers as well as maintenance of all room keys.
- Administer the following dining credit accounts: Extra Dining Money.
- Provide welcoming hospitality and customer service to all incoming residents and guests, check-in and check-out procedures, knowledge of all scheduled public events, signing in of guests.
- 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.

January 2019

- Processing room extensions (extending reservation dates, posting additional room and dining charges, and obtaining payment).
- 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.

**Supportive Functions:**

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.
- 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.
- Bursar Services Associates must possess the ability to read and follow written and oral instructions in English.
- They must be able to learn and use work related technology applications.