OPSEU JOB DESCRIPTION

**Job Title:** Accounts Payable Advisor

**Job Number:** SO-232 | VIP: 1280

**Band:** OPSEU- 6

**Department:** Financial Services **Supervisor Title:** Manager, Financial Services **Last Reviewed:** June 1, 2021

**JOB PURPOSE:**

The Accounts Payable Advisor is responsible for the timely and accurate processing of day-to-day payment cycle activities and requires knowledge and understanding of Trent University’s policies and procedures. The Accounts Payable Advisor provides the highest level of customer service, developing and maintaining positive and supportive relationships with both our external and internal partners. The Accounts Payable Advisor will have a daily, ongoing impact on financial transactions, including preparing payments; receiving, processing, and reconciling invoices, corporate card submissions, and individual expense claims; assessing GST/HST implications. The Accounts Payable Advisor supports all activities in the Accounts Payable function under the oversight and approval of the Manager, Financial Services.

# KEY ACTIVITIES:

1. Processing accounts payable activity on a timely and accurate basis, ensuring available payment discount and vendor terms are met to maintain the University’s strong vendor relationships and credit score.
	1. Perform 3-way match (matching the invoice, purchase order, and receiving report) or 2-way match (matching the invoice to the PO- used for non-physical goods) to ensure payments are accurate.
		1. Direct identified discrepancies in accordance with documented procedures.
		2. Action special payment instructions.
	2. Ensure correct tax application has been applied.
		1. Confirm and verify HST numbers as required.
		2. Perform tax self-assessments where necessary.
		3. Review GST/HST coding to ensure eligibility for PSB rebate.
	3. Update file regarding pertinent tax detail for custom clearance shipments where necessary.
2. Prepares non-student University payment disbursements on a rotating basis, including wire payment, P-Card and money order requests.
	1. Ensures all communication received into the Finance Office via telephone, mail, Microsoft Teams, individual or shared email inboxes is actioned, as required, in a timely and friendly manner.
	2. Contact vendor to make payment of approved invoices by P-Card when option is available in accordance with P-Card procedures and within AP spending limits.
		1. Submits receipts and allocates transactions to appropriate GL accounts through on-line system in an accurate and timely manner.
	3. Creates voucher batches and performs voucher data entry review per procedures.
	4. Prepares payment summaries and reconciliations for processing review and approval by Manager.
	5. Follow-up on returned cheques, redirect as required.
	6. Requests stop payment of cheques when necessary, creating all related entries within the ERP system as required, including voiding original cheque issued as well as voiding and re-entering of the voucher, informing the vendor of any revised payment information.
	7. Arrange for Senior Administration approvals and signatures as necessary for payments exceeding processing threshold.
3. Provides exceptional customer service for assigned vendors.
	1. Respond to all assigned vendor inquiries in a prompt and professional manner, obtaining information from various sources as required.
	2. Escalate vendor inquiries to Manager when necessary.
	3. Maintain accurate vendor database, updating vendor information as necessary, and archiving unused vendor cards in accordance with procedures, as requested by the Manager, Financial Services, the Senior Manager, Financial Services, and/or the AVP Finance.
	4. Encourage vendors to move away from receiving payment by physical cheque (i.e., Visa payment, Payment Plus, or EFT).
	5. Periodic request and review of assigned vendor statements for reconciliation and follow up.
4. As a subject matter expert, the AP Advisor provides expertise to faculty and staff for all aspects of accounts payable functions including the electronic reimbursement system or online allocation system for the Visa program (i.e., policies and procedures, documentation, deadlines, preparation of expense reimbursement requests). Prepares and performs any group training/information educational sessions, when required.
5. Maintains electronic and hard copy accounts payable filing systems in accordance with approved process and procedural documents as well as maintaining any physical historical records.
6. Supports completion of the external audit by retrieval of transactional source data for review by auditors and provides explanations for any discrepancies found in the source data review.
7. Prepares special reports as requested for the Manager, Financial Services, Senior Manager, Financial Services, and the AVP of Finance to assist in reconciliations and decision making by analyzing data with the aid of systems such as: Excel, Word, Colleague and Access.
8. Supports the financial services department on projects to implement new processes or systems.
9. Regular review of procedural documentation related to key tasks, updating as necessary.
10. Assist with revisions to departmental policies and forms by attending meetings and participating in training sessions for faculty and staff.
11. Other duties as assigned by the Manager, Financial Services, including cross training and/or back filling other AP and Finance roles if required.

## Focused duties could include the following:

1. Subject matter expert for the electronic reimbursement system updating expertise as necessary to reflect system updates and enhancements as well as implementing associated process improvements to increase efficiencies.
2. Review of Accounts Payable Advisors’ counterpart monthly VISA submissions in accordance with Card Program Policy and related procedures within monthly deadlines.
3. Ensures all communication related to reimbursement claims received into the Finance Office via mail, telephone, Microsoft Team, or email is actioned as required in a professional and timely manner.
4. Audit expense reports submitted in accordance with the University’s Travel and Business Expense Policy and related procedures, ensuring all requests are processed and paid on a timely and accurate basis.
	1. Monitor operating cash advances on a regular basis, ensuring follow-up when necessary for submission of related expense reports.
5. Subject matter expert for the Corporate Card Program (Card Program), updating expertise as necessary to reflect system updates and enhancements as well as implementing associated process improvements to increase efficiencies.
6. Ensures all communication related to Card Program received into the Finance Office via mail, telephone, Microsoft Teams, or pcard email account is actioned as required in a professional and timely manner.
7. Audit Card Program reports submitted in accordance with the University’s Card Program Policy and related procedures, ensuring all submissions are received and reviewed on a timely basis.
	1. Monitor submissions, ensuring compliance with submission deadlines, informing Card Program Administrator for non-receipt of submissions in accordance with procedures.
	2. Follow-up for submission of missing documentation in accordance with procedures.
	3. Maintains electronic and hard copy filing system of cardholder submissions.

# EDUCATION REQUIRED:

College Diploma (2 year) in Business, with course emphasis in Accounting.

# EXPERIENCE/QUALIFICATIONS REQUIRED:

1. Three years of experience in an Accounts Payable environment.
2. Experience in Customer Service in order to maintain and build vender relationships.
3. Ability to pay meticulous attention to detail.
4. Excellent data entry skills. Proficiency in computer applications including: Microsoft Office applications, Adobe Acrobat, Colleague, and Chrome River.
5. Ability to work under pressure in a high volume, high stress environment.
6. Ability to prioritize competing job requirements effectively, to ensure deadlines are met.
7. Working knowledge of Harmonized Sales Tax and the University tax application tables relating to Purchasing and Accounts Payable activities. Working knowledge of self-assessment requirements and the ability to know when to self-assess expenses.
8. Ability to exercise judgment and confidentiality to handle sensitive data.
9. Ability to work independently as well as function as a supportive team player.
10. Strong organizational, interpersonal, and communication (written and verbal) skills.
11. Ability to share responsibility of managing shared inboxes
12. Working knowledge of University faculty, staff, GL account responsibility, departmental structure and Finance Policies and Procedures. Must be able to utilize the information and ensure adherence to Finance Policies and Procedures.

# SUPERVISION:

* + No formal supervision of others is required.

## Job Evaluation Factors:

**Responsibility for the Work of Others**

Indirect Responsibility

TWSP students – inquiries, cheque processing/mailings Contract (temporary) staff – job training

## Communication

Internal:

Staff/Faculty/Students/Grad Students:

* + Assist in the preparation of Finance Forms (Travel/Expense Reimbursement, Lost/Missing Receipt, Travel Advance, and Travel Authorization) and provide links to websites.
	+ Respond to queries regarding Policies and Procedures pertaining to expense reimbursement claims.
	+ Contact staff, faculty by phone, Microsoft Teams, or E-mail with regards to missing documentation (signatures, G\L a/c numbers/object codes, boarding passes, original/detailed receipts, proof of payments including copies of bank/credit card statements, addition/transposition errors, and conference/meeting itineraries for meal eligibility).
	+ Respond to queries regarding payment status of expense reimbursement forms, TUFA PEF’s, CUPE PDF’s, Purchase Order, Blanket Order and DNT requests), cheque run deadlines, etc.
	+ Respond to requests for copies of invoices and expense reimbursement forms and backup.
	+ Respond to queries regarding Financial Services and redirect phone calls/E-mails to the appropriate employee and department (Research, Purchasing, Budget Office, Student Services).
	+ Respond to requests for exceptional handling of specific invoices (special instructions).
	+ Consult with senior administration assistants to coordinate obtaining signatures on large dollar cheques.
	+ Communicate with fellow co-workers, inquire or answer queries on/or pertaining to Financial Services related queries.
	+ Investigate and resolve irregularities, provide guidance and instruction.
	+ Coordinate meetings by Microsoft Teams, phone, and E-mail, provide information and handouts. Represent the Accounts Payable Department when hosting information sessions.

External:

* + Banks – Verify cheque details and validity.
	+ Card Program Providers – Adding new vendors to payment programs offered by P- Card and T-Card service providers.
	+ Western Union – Request follow-up and/or resolve money order requests.
	+ Vendors/Suppliers – Maintain vendor relations by responding to inquiries by phone, E-mail or fax on payment status of outstanding or missing invoices. Resolve payment, address, and name discrepancies. Perform requests to issue stop payments and re-issue of cheques, when necessary. Obtain vendor statements regularly and reconcile the statements with payments made and follow up on any outstanding payments.
	+ Auditors – Respond to inquiries, providing information on policies and procedures.
	+ Athletic/Conference Department Clients – Respond to inquiries regarding refunds.
	+ Guests/Visiting Speakers – Respond to inquiries regarding payment status of expense reimbursement forms. Contact them with regards to missing documentation required for auditing purposes, follow-up on incomplete addresses for mailing, etc.

## Motor/ Sensory Skills

* + Fine motor skills required for keyboarding with speed and 100% accuracy and operation of an adding machine.
	+ Dexterity - folding enclosures and cheques for mailing, handwriting and stapling, operating a mouse on a PC system.
	+ Hearing/Reasoning Skills - Acuity for dealing with people during phone inquiries and walk-in staff/external clients with questions.
	+ Visual/Sensory Distinction - Ability to read documents while keying information into the computer, reading handwritten expense forms, illegible signatures. Seeing all information on computer screens, reports – interpret, edit and analyze data.

## Effort

Mental:

* + Sustained focus to accurately transcribe data from paper to computer with frequent interruptions.
	+ Sustained concentration required to deal with walk-in and telephone inquiries.
	+ Ability to work in a shared workspace with background noise and other distractions. Lack of privacy to concentrate when keying.
	+ Ability to multi-task, shift priorities with workload when new/unexpected issues arise.
	+ Listening – required to resolve problems, understanding of emerging issues, ask appropriate questions for clarification.

Physical:

* + - Sitting for extended periods.
		- Keyboarding for extended periods of time.
		- Walking – Arrange for VP signatures on large cheques and delivery afterwards. Delivery of reports, paperwork, mail to internal departments.
		- Walking/Bending/Carrying/Lifting/Standing – Filing, shifting files to internal storage rooms, loading paper onto bookshelves, into photocopier and printers.
		- Bending/Reaching – Retrieving files from cabinets, storage rooms and supplies from bookshelves.

## Working Conditions

Physical:

* + Constant repetitive motion to key for extended periods of time can contribute to back, eye and wrist strain and stiffness.
	+ Open workspace with frequent foot traffic. Psychological:
	+ Ability to work with frequent interruptions.
	+ Ability to reprioritize work based on new/unexpected issues that arise (last minute cheque requests, etc.), resulting in multiple competing demands.
	+ Responding to complaints from faculty, staff, vendors, and students regarding invoice/expense reimbursement payment status.
	+ Adhering to strict deadlines, timely completion of tasks within deadlines
	+ Fluctuation of workload – lack of control over the pace of work.
	+ Responding to complaints from faculty and staff regarding policy issues, forms, etc.