#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Student Accounts Administrator

**Job Number:** X-387 | VIP: 1654

**Band:** EXEMPT- 6

**NOC:** 0111

**Department:** Financial Services

**Supervisor Title:** Manager, Student Accounts

**Last Reviewed:**  April 21, 2021

#### **Job Purpose:**

Reporting to the Manager, Student Accounts, the Student Accounts Administrator is responsible for updating, testing, and maintaining student billings tables and the billings system, and processing all student billings, including tuition fees, ancillary fees, and departmental charges, for each academic term for all students. The Student Accounts Administrator prepares relevant student tax forms, and annual reconciliations and reasonableness assessments related to student billings for the external auditors as part of the audit of the University’s annual financial statements. This position is also accountable for processing student group levy payments and annual reconciliation of those levy payments, along with collection of required supporting documentation. In addition, this position will provide back-up to the manager as an integral member of the Student Accounts Office and the Financial Services team. The Student Accounts Administrator provides exemplary customer service and works collaboratively with other departments of the University.

#### Key Activities:

##### Student Billings

##### Compiles and collects departmental billing information for billing tables and miscellaneous departmental charges

##### Update and maintain student billing tables. This includes building of the fee tables from the Board-approved tuition and other fees by program, campus, student’s co-hort year, registration status, residency status, etc., and in accordance with Ministry and University fee protocols. This requires a full understanding of an extremely complex billing system that accommodates a multitude of rules and conditions relating to student charges.

##### Test billing tables and billing scenarios in advance of student billings for each academic term and category of student (i.e., undergraduate, graduate, English as a Second Language (ESL), international, etc.). This involves working closely with IT to ensure the accuracy of system calculations and application of billings rules.

##### Process consolidated invoice for each registered student in a timely manner for each academic term. This requires a high degree of accuracy as tuition fees represent nearly 60% of the University’s operating revenue and have a direct impact on students.

##### Process departmental charges to student accounts.

##### Process billing adjustments or corrections to student accounts as identified. This will involve working with other offices to process adjustments if students change their registration or immigration status, with the Registrar’s Office for relevant changes in domestic undergraduate students, and with the Graduate Studies Office for appropriate changes for graduate students.

##### Prepare student tax forms - T2202’s and T4A’s in accordance with government legislation. Prepare annual summary for tax purposes, upload forms to CRA portal and prepare file for upload to Trent portal.

##### Responsible for reviewing data and coordinating with departments for corrections which impact the student billing and tax form information.

##### Process and track all approved sponsorships. Calculate and adjust for detailed billing and invoicing for academic terms. Provides detailed billing to sponsored agencies for payment. Liaise with Band contacts and funded students to provide additional information as requested.

##### Student Group Levies:

##### Prepare payments to student groups based on student groups levy fees charged to and collected from students through student billings; this process is completed at least twice per year with interim levy payments during fall term and final levy payments in winter term.

##### Collect annual financial statements and other required supporting documentation from student levy groups prior to release of final levy payments.

##### Follow up on any outstanding documentation or concerns from student levy groups.

**Reconciliation and Reporting:**

* Assists Manager of Student Accounts with reconciliation of student billings with accounts receivable sub-ledgers on a monthly and annual basis.
* Prepare annual reasonableness assessment of tuition fees for the external auditors as part of the year-end financial statement audit.
* Assist with the year-end audit preparation of other working schedules and financial analysis for financial statement completion related to student billings, including deferred revenue related to summer term billing.
* Provide support to departments for special reports and assisting IT with requests for data regarding student billings and student accounts receivable.
* Perform regular system maintenance, including archiving records and clearing past due balances, in order to allow the system to run faster.

**Other:**

* Provides a high level of customer service to students, student levy groups, the Student Accounts Office, the Finance department, external auditors, and to all members of the University community.
* Acts as a key liaison on student billing matters between Student Accounts and other departments (Registrar’s office, Trent International, Graduate Studies, IT, student levy groups, etc.).
* Participates in committees, meetings, and discussions, and attends conferences/training related to the student billings processes and systems.
* Identifies opportunities and provides insights on potential improvements and efficiencies for the student billings process and/or systems.
* Back-up for posting all electronic payments and resolving mis-posted payments
* Back-up for re-submitting rejected/returned EFT payments, student communication and BMO file modification.
* Back-up for approving of weekly student payment runs
* Performs other duties as assigned.

#### Education Required:

Bachelor of Administration or Commerce Degree (4 years) with a major in accounting. A minor in computer, math or a CPA designation would be an asset.

#### Experience/Qualifications Required:

* 3 years’ experience in an intermediate finance position, review and large volume data manipulation experience
* Database management skills
* Strong communication, problem solving, time management, project management and interpersonal skills with a focus on providing exceptional customer service in a team environment
* Accuracy and attention to detail
* Working knowledge of functional aspects of student registration and billing, accounts receivable
* Familiarity with privacy rules as they apply to the public sector, maintains confidentiality
* Familiarity with University policy, procedures and funding
* Innovative, creative and self motivating to identify, collaborate and implement process/system improvements
* Able to work and learn independently - self teach from manuals
* Must be able to multi-task

**Job Evaluation Factors:**

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| **Analytical Reasoning**  Well-developed analytical reasoning required to think through problems, assess options, understand processes and communicate results. Requires the ability to programme system using complex rules to achieve the correct outcome for a diverse campus population.  Ability to apply appropriate principles (CRA tax rules, Ministry guidelines).  Prepares all student tax forms, verifies for compliance and correctness and submits to CRA following most current tax rules. |
| **Decision Making**  Use initiative in planning and developing best practices for building complex billing tables and interpreting and applying Canada Revenue Agency legislation for tax purposes. |
| **Impact**  Impact on the organization could be significant and long term. Errors that go undetected will affect revenue, can lead to damage to the university’s reputation, could result in inappropriate financial decisions and a loss of confidence with external clients such as the university auditors and financial lenders.  Student billings is responsible for the accurate calculation of all student billings; tuition fees represent nearly 60% of the University’s operating revenue and have a direct impact on students. |
| **Responsibility for the Work of Others**  Direct Responsibility  Accounting Operations Clerk (Opseu)  Indirect Responsibility  Will assign basic tasks to shared work study student  Records staff-provides feedback to correct registration records for billing to work successfully |
| **Communication**  Internal  Department heads  -Staff/faculty  -IT  External  -Students/levy groups  -Government representatives (Canada Revenue Agency)  -External auditors  -Other university staff |
| **Motor/ Sensory Skills**  -Dexterity with using various programs and spreadsheets, editing data and manipulating large volumes of data while maintaining integrity of information  -Fine motor skills required for keyboarding with 100% accuracy  -Visually processing electronic information to identify incorrect or pertinent information and provide correct analysis |
| **Effort**  Mental  -Sustained concentration required to work through system and accounting issues and problems to identify consequences, area affected and appropriate resolution while dealing with interruptions requiring immediate attention, including student billing design and testing impacting revenues and tax forms  -Sustained focus to read material, reports and documentation to analyze problems and edit computer files and ensure billing accuracy  Physical  -Sitting long periods of time working on computer |
| **Working Conditions**  Physical  Psychological  -Frequent interruptions  -Conflicting priorities and deadlines  -Changing deadlines/time pressures |