#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Accounts Payable, Project Associate

**Job Number:** A-423 | VIP: 1683

**Band:** 6

**NOC:** 1431

**Department:** Financial Services

**Supervisor Title:** Manager, Financial Services

**Last Reviewed:**  August 24, 2021

#### **Job Purpose:**

Upholding the highest level of customer service and effectively communicating with both internal and external customers, the Accounts Payable, Project Associate will have a focus on any special projects and/or training requirements, under the oversight and approval of the Manager, Financial Services. The Accounts Payable, Project Associate will also support all daily activities in the Accounts Payable functions, including completing wire payment requests and verify expenses reimbursements by receiving, reviewing and approving reimbursements for payment.

#### Key Activities:

**Job Overview**

* Accounts Payable, Project Associate’s focus will be on training and creating process documentation to support the financial services department. In addition, this role will be the primary contact for any special projects to support financial services, with the oversight of the Manager, Financial Manager. As a subject matter expert the AP, Project Associate trains and supports faculty and staff for all aspects of the electronic reimbursement system (i.e. policies and procedures, documentation, deadlines, preparation of expense reimbursement requests). Including the following:
  1. Creates and holds training sessions for claimants
  2. Creates procedural documentation and how-to guides
  3. Creates template email responses to address user’s issues and concerns

**Key Activities**

* Creates and executes any special projects for the financial services department, under the direction of the Manager, Financial Services. Expected projects include, but are not limited to:
  1. External and internal training documentation (i.e. procedural documentation)
  2. Creating of step by step video – how-to guides
  3. Electronic reimbursement testing and implementation – (i.e. VAT 2.0 and Ethos)
  4. Creation of Financial Services web page content and updating website
* Prepares non-student University payment disbursements for:
* Wire payment:
  1. Ensures all communication received into the Finance Office via mail or accounts payable email account is actioned, as required.
  2. Creates voucher batches and performs voucher data entry review per procedures.
  3. Requests stop payment of cheques when necessary, creating all related entries within ERP system as required including voiding original cheque issued as well as voiding and re-entry of the voucher, informing the vendor of any revised payment information.
  4. Arrange for Senior Administration approvals and signatures as necessary for payments exceeding the processing threshold.
* Employee Reimbursements:

1. Subject matter expert for the electronic reimbursement system (Chrome River) updating expertise as necessary to reflect system updates and enhancements as well as implementing associated process improvements to increase efficiencies.
2. Ensures all communication related to reimbursement claims received into the Finance Office via mail or reimbursement email account is actioned as required in a professional and timely manner.
3. Audit expense reports submitted by following the University’s Travel and Business Expense Policy and related procedures, ensuring all requests are processed and paid on a timely and accurate basis.
4. Monitor operating cash advances regularly, ensuring follow-up when necessary for submission of related expense reports.
5. Host staff and faculty training sessions.

* Other duties as assigned by the Manager, Financial Services, including cross-training and/or backfilling other AP roles if required.

#### Education Required:

University Degree or Colleague Diploma (3 years) in Business and/or experience in Accounts Payable role with emphasis on customer service.

#### Experience/Qualifications Required:

1. Two years of experience in a customer service role is considered an asset.
2. One or more years of experience in a training or teaching role would be considered an asset.
3. Experience with the following systems would be considered an asset: Chrome River and Colleague.
4. Experience with paying and processing Wire payments through Western Union is considered an asset.
5. Ability to pay meticulous attention to detail.
6. Excellent data entry skills. Proficiency in computer applications including, Microsoft Office applications, Chrome River and Colleague.
7. Ability to work under pressure in a high volume, high-stress environment.
8. Ability to prioritize competing job requirements effectively, to ensure deadlines are met.
9. 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.
10. Ability to exercise judgment and confidentiality to handle sensitive data.
11. Ability to work independently as well as function as a team player.
12. Strong organizational, interpersonal, and communication (written and verbal) skills
13. 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:**

##### Analytical Reasoning

This position is going to have to be familiar with our accounts payable systems and processes to create process documentation and training materials.

This position will also have to be familiar with learning styles and be an excellent communicator to put together training materials and host training sessions for faculty and staff.

##### Decision Making

Acts independently when performing tanning sessions. Can use the expertise of the team to learn the process and review any training documentation as required.

Will have to use professional judgement when answering any questions during training sessions.

When processing wire payments and reviewing electronic payments the employee will have to use judgement on expense claims and requests to ensure they are eligible.

##### Impact

As this role is going to communicate with departments and training other faculty and staff the reputation of the finance department could be negatively impacted if the information is not communicated correctly.

##### Responsibility for the Work of Others

N/A

##### Communication

This role will be creating communication documentation and providing training for faculty and staff. They also will be communicating with external vendors if wire payments cannot be processed.

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 about expense reimbursement claims.
* Contact staff, faculty by phone 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 the 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 the exceptional handling of specific invoices (special instructions).
* Consult with senior administrative assistants to coordinate obtaining signatures on large dollar cheques.
* Communicate with fellow co-workers, inquire or answer queries on/or about Financial Services.
* Investigate and resolve irregularities, provide guidance and instruction.
* Coordinate meetings by phone and E-mail, provide information and handouts. Represent the Accounts Payable Department when hosting information sessions.

External:

* Banks – Verify wire details and validity.
* Western Union – Request follow-up and/or resolve wires.
* Vendors/Suppliers – Maintain vendor relations by responding to inquiries by phone, e-mail or fax on the payment status of outstanding or missing invoices. Resolve payment discrepancies, complete address and name changes. Perform requests to issue stop payments and re-issue of cheques, when necessary.
* Guests/Visiting Speakers – Respond to inquiries regarding the 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 are 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.

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##### 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.
* 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 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.). 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.