#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Financial Services Administrator

**Job Number:** A-456 | VIP: 1884

**Band:** OPSEU- 6

**Department:** Financial Services

**Supervisor Title:** Senior Manager, Financial Services

**Last Reviewed:**  October 19, 2022

#### **Job Purpose:**

The Financial Services Administrator will be an integral part of a team focussing on vital finance process and system improvements to enhance the University’s daily operations. Working closely with the Finance Systems Analyst and the University’s external service provider(s) currently under a short-term implementation contract, this position will require knowledge of Trent’s policies, procedures, and processes as well as legislative requirements to provide input and support to the team regarding user functionality, common issues, and implications of changes. Key responsibilities will include testing changes, identifying issues in a timely manner, preparing updated policy and process documentation, providing necessary training, and assisting external implementation teams all while ensuring data integrity is maintained. This role will liaise with staff and faculty across the University and will work regularly with highly sensitive and confidential information from both internal and external sources.

#### Key Activities:

##### Financial Services Process & System Improvements

* Investigating error reports generated from the Finance systems and gathering information to identify potential areas that need to be addressed through system improvements.
* Investigating approval authority and system access requirements to ensure automated routing rules function as intended prior to disbursement of funds to reduce manual intervention and errors.
* Responding to process and system inquires directed to the Finance department in a timely manner.
* Identifying topics for knowledge exchange with end users, particularly with Finance Self-Service (Request to Pay) implementation.
* Identifying areas for system training and technological improvements to support the University in processing daily payment transactions.
* Preparing documentation to capture procedure revisions due to system changes and enhancements.
* Self-service implementation.
* Identifying areas of University’s relevant policies requiring amendment to reflect approved changes in procedures and processes.
* Investigating issues, complexities, and exceptions to determine resolutions for system efficiencies.
* Identifying priority areas that need improvement and testing changes in Finance systems, in particular for the expense reimbursement system, Chrome River.

##### Other

* Preparing special reports as requested for the Manager, Financial Services and the Senior Manager, Financial Services to assist with reconciliations and decision making by analyzing data with the aid of systems such as Excel, Synoptix, Chrome River, and Colleague.
* Other duties as assigned.

#### Education Required:

* College Diploma (2 year) or University Degree, preferably in Business/E-Commerce or Accounting.

#### Experience/Qualifications Required:

* Three (3) years of experience in a general computerized accounting environment with focus on process and procedure review.
* Experience working with fund accounting or multiple departments is considered an asset.
* Demonstrated experience in working with software tools to find efficiencies in processes.
* Proficiency in Microsoft Office programs with advanced knowledge of Teams.
* Proficiency in Chrome River, with familiarity of Place of Supply rules.
* Proficiency in Ellucian Colleague UI and Self-Service is considered an asset.
* Ability to create documented procedures capable of permitting others to successfully execute the process with minimal supervision.
* Strong customer service skills to communicate with internal and external clients.
* Ability to work with minimum supervision and as part of a team.

#### Supervision:

* No formal supervision of others is required.

**Job Evaluation Factors:**

##### Analytical Reasoning

Has a solid understanding of accounting concepts; including: capital assets, Trent’s general ledgers and account reconciliation process. Demonstrates logical and critical thinking skills to determine the most appropriate solutions and has the ability to connect information from multiple sources. As well as implements process changes from management to improve or to automate functions for the University.

##### Decision Making

Responsible for the design and accuracy of the processes and reports produced. Determines appropriate journal entries for reconciling items.

##### Impact

Errors in capital assets management and month end processes will result in a greater amount of time required to reconcile and may provide inaccurate monthly financial statements, which are used for decision making and has a negative impact in the yearly audit. Errors in expense reporting may result in policy violations, higher expense costs and inaccurate financial reporting used by internal and external users for decision making.

##### Responsibility for the Work of Others

Direct Responsibility

* This role has no direct reports

Indirect Responsibility

* Other departments prepare information and enter into system, this position is responsible through preparing reconciliations to ensure that the work has been completed correctly.

**Communication**

Internal

* Financial Services Team. As this role works closely with the Financial Analyst position, they will need to have open communication. This role will also collaborate with Purchasing Services.
* Job requires contact with internal customers: Departments, Staff, and Faculty

External

* At times this job will require contact with external customers: Vendors, Auditors, the University’s banking and investment institutions, when advised by Supervisor.

##### Motor/ Sensory Skills

Physical:

* Constant repetitive motion to key for extended periods of time can contribute to back, eye and wrist strain and stiffness.
* Sitting and concentrating for long periods of time.

Psychological:

* Ability to work with frequent interruptions.
* Ability to reprioritize work based on new/unexpected issues that arise. Multiple competing demands.
* Adhering to strict deadlines, timely completion of tasks within deadlines
* Adaptability to fluctuation of workload

##### Effort

##### Mental:

* Sustained concentration required to deal with walk-in and telephone inquiries.
* 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.
* Responding to complaints from internal and external customers in a professional manner

Physical:

* Sitting for extended periods of time.
* Keyboarding for extended periods of time.
* Walking, standing, bending, carrying.
* Walking – Delivery of reports, paperwork, mail to internal departments.
* Walking/Bending/Carrying/Lifting/Standing loading paper onto bookshelves, into photocopier and printers.

##### Working Conditions

Physical:

* Open work station without full walls subject to passing office foot traffic.

Psychological:

* Responding to complaints from public while maintaining composure and professionalism. Dealing with frustrated, angry, emotional and confrontational faculty, staff, vendors, students regarding changes in process requirements.
* Adhering to strict deadlines, timely completion of tasks within deadlines.
* Fluctuation of workload – lack of control over the pace of work.