#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Graduate Finance Administrator

**Job Number:** A-466 | VIP: 1904

**Band:** OPSEU- 7

**Department:** Graduate Studies

**Supervisor Title:** Director, Graduate Studies

**Last Reviewed:**  April 26, 2023

#### **Job Purpose:**

Under the supervision of the Director, Graduate Studies, the Graduate Finance Administrator is responsible for ongoing management of graduate student base funding tracking, loading, adjusting, and advising of students. Supports student account processes relating to tuition and funding.

#### Key Activities:

##### Finance

* Oversees the tracking of student funding in the Master Funding Tracking document; including communication with academic programs, Financial Aid, Finance, and other internal stakeholders; posting the allocations to student accounts and making award and tuition adjustments each term.
* Assists with managing the [graduatefinance@trentu.ca](mailto:graduatefinance@trentu.ca) email account and responds to general finance and funding inquiries.
* Handles walk-in and telephone inquiries from students regarding tuition, funding and student awards.
* Coordinates refund requests (credit on account), posts credits to student accounts, and communicates with students as appropriate.
* Supports the Graduate Finance Officer with requests and processing to add supervisor financial support to graduate student accounts. Communicates and works closely with faculty, graduate programs, and Research Finance to ensure Research Fellowship Awards are dispersed in a timely manner and according to approved policies.
* In collaboration with the Graduate Finance Officer, coordinates the monitoring of outstanding student accounts. Works to mitigate risk to the university by monitoring account balances, sending email reminders to students, and working with students to develop payment plans. Restricts access to MyTrent and registration in situations where outstanding account balances have not been addressed. Tracks details of student payments plans in Colleague.
* Coordinates appropriate follow up on outstanding student accounts for non-active students (degree requirements have been met or student has withdrawn). Assists the Graduate Records & Registration team in making recommendations of accounts to be forwarded to collections and ensuring that all communication attempts are documented in Colleague.
* Completes funding entries and adjustments to student accounts.
* Assists with preparing scholarship application documents for review by committee members.
* In collaboration with the Director, Graduate Studies, manages International Graduate Scholarship (IGS) allocations and the tracking of these awards; including supporting academic programs through this process as needed and loading the funding to student accounts each term.
* In collaboration with the Director, Graduate Studies and Graduate Finance Officer oversees ongoing updates to student finance pages on website.
* Assists with the annual updating of graduate fee charts and ensures approved fees are accurately reflected on School of Graduate Studies website.
* Assists with the preparation of ad hoc finance reports as required.
* Processes student tuition fee adjustments based on successful appeals to the Dean, Graduate Studies.
* Assists with creating and maintenance of standard operating procedures and documentation for processes related to areas of focus.
* Participates in annual financial audit in relation to student funding as required.

##### Other

* Participates in creation and editing of academic calendar, handbooks, and other graduate studies publications.
* Assists with calculation of averages for domestic students. Some country specific international grading may be required during peak admissions periods.
* Represents School of Graduate Studies at graduate student orientation and recruitment events as required.
* Ensures all interactions with students, faculty, and co-workers, via telephone, email and in person meets high standards of consistency, timeliness, fairness and promotes the overall vision of the School of Graduate Studies.
* Other related duties as assigned which do not account for more than 5% of the total duties.

#### Education Required:

* Honours Bachelor’s Degree (4 year) in a related field.

#### Experience/Qualifications Required:

* Three (3) to five (5) years of related experience, preferably in an academic or government setting.
* Proficient in the use of Microsoft Office (particularly, MS Word, Excel, and PowerPoint).
* Experience and proficiency using an automated student information system.
* Extreme attention to detail with numeration.
* Experience with large scope spreadsheets and databases.
* A working knowledge of basic accounting principles.
* Excellent verbal and written communication skills required.
* Thorough knowledge of Trent’s graduate programs and available scholarship and award opportunities.
* Excellent ability to interact professionally and effectively with a variety of internal and external stakeholders.
* Proven ability to work both independently and as part of a team in a complex and deadline driven working environment.
* Excellent organizational and time management skills to deal with multiple demands at one time and changing priorities.
* A clear understanding and demonstrated ability to maintain confidentiality.