**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Accounts Payable Advisor

**Job Number:** SO-232

**NOC:** 1431

**Band:** 6

**Department:** Financial Services

**Supervisor Title:** Manager, Accounting Operations

**Last Reviewed:** July 9, 2015

**Job Purpose**

Reporting to the Manager, Accounting Operations, the Accounts Payable Advisor provides support service for efficient invoice entry and payment to all University’s suppliers, in a timely and cost effective manner by processing a variety of financial data from source documents. The results of these accounting processes are subject to annual audit. The Accounts Payable Advisor will also resolve account discrepancies with vendors and answers procedural inquiries.

**Key Activities**

1. Audit all expense reports submitted for reimbursement from operating accounts for faculty, staff, students, graduate students, TUFA PEF’s, CUPE PDF’s, guests and visiting speakers in accordance with the University’s Travel Expense Reimbursement Policy. Check for signatures, original receipts, addition and transposition errors, determine eligibility of expenses. Ensure that expenditures are categorized correctly and that correct account numbers are used. Assign applicable tax and inventory codes and Colleague account numbers. Set-up/update Colleague addresses as required. Request missing documentation from claimants and manage log of returned expense reports for follow-up and tracking purposes. Ensure that all requests are processed and paid on a timely and accurate basis.
2. Processing of external supplier’s payments on a timely and accurate basis. Review invoices for accuracy, monitoring numerous tax codes, account and object code numbers. Prepare the invoices for payment by insuring that all discounts are taken, special instructions are keyed and a clear description is show on the cheque stub and departmental printout. Monitor the tax codes to ensure they are applied correctly. Verifying non-original, order confirmation or quotes to prevent duplication of payments. Entering correct information on voucher to ensure the inventory report is accurate.
3. Prepare and process invoices for Low Value Purchase Orders (LVPO), Purchase Requisitions, Purchase Orders (P.O.), Blanket Purchase Orders (B.O.), Do Not Type Purchases (DNT), Daily, Monthly, Library, PRD and Compass Group Canada (Chartwells) invoices as well as Athletic and Conference refunds. Preparation includes providing vendor codes, checking/updating vendor addresses, assign applicable tax and inventory codes as necessary.
4. Review money order requests for currency and destination of payment. Complete an online request through Western Union. Appraise the money order when returned by the bank checking for correct name, currency and dollar amount. Ensure that all money order requests are received within a deadline negotiated with other departments as it is important to have received money orders back from the bank and processed into the system before the month end can be closed by the Senior Accounting Manager. Prepare money orders for mailing. Take copies of money orders and wire transfers, maintain files, run and balance the cheque selection and cheque print reports before completing the month end cheque runs.
5. Responsible for all University payment disbursements on a bi-weekly basis (i.e. Canadian and US Dollar cheques, money orders, electronic payments) and maintenance of databases. Run Financial Aid (FA), Graduate Students (GS), Accounts Receivable (AR) cheques as required during vacation, absences of the Accounts Payable/Financial Services Clerk (SO-279). Arrange for VP signatures on cheques $50,000.00 and greater.
6. Collaborate with library personnel for the timely processing for US and Canadian Library invoices. Appraise and process invoices ensuring proper tax codes are utilized. On US invoices HST is calculated manually, and the use of proper account numbers must be applied. Determine that the correct vendor is being paid. This must be done to ensure vendors are paid in a timely and accurate manner.
7. Assists with managing VISA accounts ensuring accuracy in maintaining and processing individual log sheets through for payment. Review and process VISA logs by crediting the VISA account and debiting the department account, ensuring that all appropriate tax exemptions have been taken. The VISA account must equal zero at each month end in order to close month end.
8. Investigate requests for cancellation of cheque when established cheque requires it and void cheque when necessary. Verify if voucher requires voiding or just a correcting will allow re-issue.
9. Responsible for the maintenance of an accurate computerized database of supplier addresses for all library, staff, and faculty suppliers. Update inaccuracies in the Purchasing Supplier (VEND) database.
10. Respond to supplier inquiries from phone, voice mail, email, fax mail regarding payment status of outstanding invoices. Contact internal departments and provide follow-up. Ensure that service is prompt and courteous. Maintain a log of voice mail messages and follow-up. Forward to Purchasing only if unable to provide details.
11. Review and approve Accounts Payable invoice entry, tax coding and cheque registers and the issue of cheques prior to mailing. Check and sign when complete. Requirement that checks have been followed and balanced.
12. Oversee the correct completion of work for expense reimbursement auditing performed by the Accounting Clerk (SO-231) and the Accounts Payable/Financial Services Clerk (SO-279).
13. Provide expertise to faculty and staff for all aspects of Accounts Payable functions (i.e. policies and procedures, documentation, deadlines, preparation of expense reimbursement forms). Assist with revisions to policy, forms. Co-ordinate meetings and participate in training sessions for faculty and staff. Respond to phone, voice mail, E-mail, and in-person inquiries.
14. Manage all requests for advances from operating accounts, monitor outstanding advances to ensure prompt follow-up, submission and processing of expense reports.
15. Assist the external auditors in the retrieval of data for review, answer queries, and ensure the documentation is returned and re-filed appropriately.
16. Provide follow-up on returned cheques, redirect as required.
17. Provide training and daily guidance to TWSP student and temporary (contract) staff as required.
18. Assist with the maintenance of the Accounts Payable and PRD filing systems, label and number boxes, transfer files to internal storage rooms, arrange for yearly shredding of outdated documents.
19. Works closely with the Accounting Operations Clerk (SO-360) with year-end Accounts Payable processing of invoices within two fiscal years.
20. Assist the Manager of Purchasing Services with Trent Work Study Program (TWSP) interviews as required.

**Education**

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

**Experience Required**

1. Three years of experience in an Accounts Payable environment.
2. Ability to pay meticulous attention to detail.
3. Excellent data entry skills. Proficiency in computer applications including, Word, Excel, Internet, E-mail and Colleague.
4. Ability to work under pressure in a high volume, high stress environment.
5. Ability to prioritize competing job requirements effectively, ensuring deadlines are met.
6. Working knowledge of Harmonized Sales Tax and the University tax application tables relating to Purchasing and Accounts Payable activities.
7. Ability to exercise judgment and confidentiality to handle sensitive data.
8. Ability to work independently as well as function as a team player.
9. Strong organizational, interpersonal, and communication (written and verbal) skills.
10. Excellent math and adding machine skills.
11. 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.

**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. Ensure that existing procedures are streamlined and policy is adhered to.
* 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 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).
* Provide advice regarding the benefits of the Corporate AMEX Card program.
* Respond to requests for exceptional handling of specific invoices (special instructions).
* Consult with senior administration and assistants to coordinate availability on large cheque signage.
* Communicate with fellow co-workers, inquire or answer queries on/or pertaining to Financial Services related queries. Discuss issues and help each other out when opinions or information is required.
* 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 cheque details and validity.
* Western Union – Request follow-up and/or resolve money order requests.
* Police – Provide information regarding possible fraudulent cheques.
* Vendors/Suppliers – Respond to inquiries by phone, E-mail or fax on payment status of outstanding or missing invoices. Resolve payment discrepancies, complete address and name changes and requests to issue stop payments and re-issue of cheques.
* Auditors – Respond to inquiries, provide instruction on policies and procedures and locate documentation as required.
* Athletic/Conference Department Clients – Respond to inquiries regarding refunds.
* Other Universities/Colleges – Exchange of information, policies and procedures, payment status of invoices, etc.
* Students/Parents/Band Sponsorship – Respond to inquiries by phone or E-mail regarding student account issues, payment of tuition fees/deadlines, refunds, etc. Provide advice on appropriate department to contact such as Student Services, Financial Aid, Housing Office, etc. and transfer/redirect phone calls, voice mail messages, E-mails as required. They want to speak with someone when they are unable to get through by phone during high volume and payment deadlines. They assume they can pay their fees through the Accounts Payable Department instead of Student Financial Services.
* Compass Group Canada (Chartwells) – Follow-up with Manager regarding discrepancies on spreadsheets, duplicate invoices, payment status, etc. on food services.
* 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, using Windows programs, operating a mouse on a PC and spreadsheets.
* 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 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 of time.
* Keyboarding for extended periods of time.
* Walking, standing, bending, carrying:
* Walking – Arrange for VP signatures on large cheques and delivery afterwards.
* Walking – 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.
* Carrying – Paperwork, file folders, binders, supplies.
* Sitting – Handling of paperwork while at workstation, flipping papers when balancing batches on adding machine.
* Bending/Reaching – Retrieving files from cabinets, storage rooms and supplies from bookshelves.
* Working in a confined space.

**Working Conditions**

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 (last minute cheque requests, etc.). Multiple competing demands.
* Responding to complaints from public while maintaining composure and professionalism. Dealing with frustrated, angry, emotional and confrontational faculty, staff, vendors, parents, students regarding invoice/expense form payment status.
* Lack of privacy to concentrate when keying.
* Adhering to strict deadlines, timely completion of tasks within deadlines, time pressures – weekly cheque runs, fiscal year-end for Accounts Payable, year-end for payment of invoices for vendors/suppliers, weekly processing of Corporate AMEX claims, etc.
* Fluctuation of workload – lack of control over the pace of work – staff/faculty sitting on paperwork/misplacing documents, ignoring cheque payment deadlines.
* Additional duties in senior role.
* Responding to complaints from faculty and staff regarding policy issues, forms, etc.