**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Accounting Operations Clerk

**Job Number:** SO-360

**NOC:** 1431

**Band:** 6

**Department:** Financial Services

**Supervisor Title:** Manager, Accounting Operations

**Last Reviewed:** March 29, 2016

**Job Purpose**

The Accounting Operations Clerk works in conjunction with Accounts Payable and Student Account Representatives to provide support for efficient departmental workflow. This involves all activities related to the accurate processing of accounts payable, accounts receivable, record maintenance, assistance with updating accounting system efficiencies and finance related work as assigned.

**Key Activities**

**Accounts Payable**

1. Assists with auditing of reimbursement forms from operating accounts for faculty, staff, graduate students, students, guests, visiting speakers in accordance with University Travel Expense Reimbursement Policy. Check for signatures, original receipts, addition and transposition errors, account numbers, and coding for taxes and inventory. Ensure that all requests are paid on a timely and accurate basis.
2. Processes external supplier’s payments (including library invoices) on a timely and accurate basis. Reviews invoices for accuracy, monitoring numerous tax codes and account numbers. Prepares the invoices for payment by insuring that all discounts are taken, special instructions are keyed and a clear description is shown on the cheque stub and departmental printout. Monitors tax codes to ensure they are applied correctly. Verifies non-original invoices to prevent duplication of payments. Enters correction information on voucher to ensure the inventory report is accurate.
3. Prepares and processes invoices for do not type purchases, bookstore and Food Services invoices. Preparation includes providing vendor codes, checking vendor addresses, adding tax and inventory coding as necessary and verifying delegate has approved authorization to sign for purchase. Sets up new vendors as required in the database including terms, AP type, currency, etc. Processes low value purchase orders, blanket purchase orders, purchase orders, Physical Resources invoices, Athletics and Conferences.
4. Assists with payments for all International vouchers in the corresponding currencies and processes payments in a timely manner.
5. Responsible for payment disbursements on a bi-weekly basis (i.e. Processing Canadian and US dollar cheque printing and electronic payments) and maintenance of databases. Run Financial Aid (FA), Graduate Students (GS), Accounts Receivable (AR) cheques as required during vacation, absence of Accounts Payable/Financial Services Clerk (SO-279) Arrange VP signatures on cheques $50,000.00 and greater.
6. Investigates requests for cancellation of cheques when established cheque requires it and void cheque when necessary. Verifies if voucher requires voiding or just correcting will allow re-issue.
7. Collaborates with library personnel for the timely processing of US and Canadian Library invoices. Appraises 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. Determines the correct vendor is being paid to ensure vendors are paid in a timely and accurate manner.
8. Responsible for the maintenance of an accurate computerized database of supplier addresses for all library, staff, and faculty suppliers and making corrections or updates.
9. Backs up to the Accounts Payable Advisor S0-232 during staff holidays.
10. Provide training and guidance to TWSP student and temporary (contract) staff as required.
11. Works closely with the Accounts Payable Advisor on year end accounts payable processes, ensuring payables are processed to the correct fiscal year.
12. Provides assistance to the Financial Services department staff to provide backup during holidays and peak cycles.

**Student Accounts**

1. Analyses student accounts for billing inconsistencies and makes adjustments when necessary.
2. Processes departmental deposit and student payments recording revenue by means of daily bank deposits. Provides back-up coverage for processing all incoming wire transfer when required.
3. Analyses student tax forms for inconsistencies and revises when necessary. Issues income tax receipts and answers related inquiries.
4. Processes student refunds with accuracy– graduate and undergraduate.
5. Assists with collections of student and staff accounts.
6. Supports student communication by responding to all student account related inquiries. Responds to account queries by phone, meeting with students/staff/faculty or parents to answer and solve account concerns.
7. Responsible for processing departmental charges to students accounts in a timely manner.
8. Prepares summary of departmental charges and analyses data to conform with CRA regulations. Processes to accounts for inclusion in the T2202A process.
9. Updates student address information.
10. Responds effectively to in-depth queries regarding student accounts mastering escalated situations to resolve issues.
11. Assists with Departmental filing.

**Project Work**

1. Responsible for the implementation, maintenance and recurring optimization of new technologies as they relate to accounts payable and accounts receivable.
2. Performs detailed analysis of large volumes of data to identify errors and items requiring investigation.
3. Prepares special reports for the Manager, Accounting Operations or Senior Manager of Accounting Services with the aid of Excel, Word, Datatel and Access to assist in clarification of data and decision-making.
4. Responsible for monitoring and updating Financial Services websites (Student Accounts, Purchasing and Finance web pages) including updating tuition and financial deadline information.

**Education**

Completion of a college diploma (2 year) with emphasis in accounting required.

**Experience Required**

1. Two years accounting experience in a computerized accounting environment
2. Proficiency in computer applications including Word, Excel and Access Database
3. Time Management Skills – Organizing and prioritizing
4. Able to work in team environment
5. Excellent attention to detail required
6. Working knowledge of sales tax and the University tax application tables as they relate to

purchasing and accounts payable activities

1. Ability and exercise judgement to handle sensitive data with complete confidentiality
2. Excellent communication skills
3. Strong customer service focus

**Responsibility for the Work of Others**

Direct Responsibility

N/A

Indirect Responsibility

Directing students and/or casual help

**Communication**

Internal:

* Staff/Faculty:
* Advise how to complete expense forms
* Answer questions about payment of invoices and travel expense forms and cheque deadlines
* Respond to requests for exceptional handling of specific invoices
* Consult on how and when LVPO’s can be used
* Consult with senior administration to coordinate availability to sign large dollar cheques
* Students to provide information, direction, financial assistance, customer service

External:

* Bank – to request, follow-up and/or resolve money order requests
* Vendors – resolve payment discrepancies
* Auditors – respond to inquiries
* Athletic/Conference Department clients – respond to inquiries regarding refunds
* Other Universities/Colleges – exchange of information
* Students/Parents – fees, tax information, outstanding account calculations
* Potential students – outlining fees and process

**Motor/ Sensory Skills**

* Fine motor skills required for keyboarding with speed and 100% accuracy and use of adding machine
* Dexterity for folding enclosures and cheques for mailing
* Acuity for dealing with people during phone inquiries and walk-in staff/external clients with questions
* Ability to read documents while keying information into the computer

**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
* Responding to complaints from public while maintaining composure and professionalism

Physical:

* Sitting for extended periods of time
* Keyboarding for extended periods of time
* Walking, standing, bending, carrying

**Working Conditions**

Physical:

* 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
* Constant phones ringing during peak times (tuition deposit, 1st instalment payment, 2nd instalment, tax time and summer fee payment)

Psychological:

* Ability to work with frequent interruptions
* Ability to reprioritize work based on new/unexpected issues that arise
* Responding to complaints from public while maintaining composure and professionalism
* Lack of privacy to concentrate when keying
* Adhering to strict deadlines
* Multiple competing demands
* Exercise discretion, tact and empathy to students in crises or stressful situations
* Dealing with frustrated, angry, emotional and confrontation parents and students