**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Finance & Facility Booking Agent

**Job Number:** SO-381

**NOC:** 1241

**Band:** 4

**Department:** Athletics & Recreation

**Supervisor Title:** Assistant Director, Business Operations

**Last Reviewed:** September 16, 2013

**Job Purpose**

Reporting to the Assistant Director, Business Operations, the Finance & Facility Booking Agent provides financial and administrative services to support the effective, efficient and accurate business operations of the department. This position also coordinates the booking of all indoor and outdoor facilities operated by the Athletics Department, liaising with community organizations and internal Trent Departments to provide exemplary customer service.

**Key Activities**

*Facility Bookings;*

1. Coordinates the facility booking process for the Athletics Department by working with external groups (sport clubs, schools, other partners) and internal Trent departments to gather booking information, requests for bookings, and arranging for multi-year booking contracts.
2. Responds to inquiries from external groups and internal Trent departments on facility use and rates, providing timely and exemplary customer service.
3. Enters all booking details into the Class system. Completes and executes appropriate rental and booking agreements through the CLASS system, including full description of intended use, set-up requirements, equipment, and additional staffing needs, etc.
4. Chairs a weekly Facility Booking meeting with Departmental staff to review upcoming events and facility set-up requirements.
5. Works with internal program staff to plan proactively to avoid any double-bookings or conflicts.
6. Contacts clients to make them aware of additional facility time that may become available, to increase revenue generating opportunities.
7. Works with Departmental staff to ensure that all contracts for facility rentals are executed and that invoicing for all rentals is prepared in a timely manner. Follows up with rental groups regarding any changes to their contract or on any outstanding receivables.
8. Acts as a CLASS Administrator for the facility booking function – records all payments received; closes off past rentals; creates and maintains facility rental fees.
9. Works with the Assistant Director, Business Operations, and takes direction, to ensure that the financial and business aspects of the financial booking system are maintained accurately and in accordance with financial policies and timelines of the university (i.e. year-end, etc.)
10. Prepares reports, as required, on facility use, revenue, etc.

*Finance;*

1. Receives and verifies invoices and requisitions for goods and services.
2. Prepares purchase requisitions for approval; sends originals to Finance Department for processing.
3. Maintains accurate records for all accounts payable and vendors.
4. Verifies that transactions comply with University’s financial policies and procedures. Brings any discrepancies to the attention of the staff member responsible or the Assistant Director, Business Operations.
5. Prepares all Facility Rental Agreements and sends to user groups. Maintains an accurate record of all contracts.
6. Utilizes CLASS system accounts receivable reports and develops a system to monitor accounts receivables for facility rentals and follows up on overdue accounts.
7. Invoices accordingly for facility rentals and records payments in the CLASS system.
8. Prepares daily reconciliation of receivables (cash, cheques, point-of-sale) against the CLASS system and prepares receivables files to transfer to the University’s Finance Department.
9. Enters deposits into Datatel, as required.
10. Processes all refunds, assigning account codes and sending to Finance Department for processing.
11. Manages the petty cash float for the office; prepares monthly reconciliation and arranges for reimbursement to float.
12. Prepares bank deposits and arranges for delivery to university Finance Department

*Administrative;*

1. Provides input to the Assistant Director, Business Operations, into the development and application of facility booking policies and procedures.
2. Provides interpretation of booking policies to other staff and customers.
3. Prepares reports and data on facility bookings, using the CLASS system.
4. Prepares correspondence, forms, presentations, etc. as required.
5. Maintains financial filing system according to university standards and manages archiving of financial records.
6. Maintains inventory control as well as purchasing/ordering office supplies and office equipment as required and within budgetary limits.
7. Coordinates and arranges for maintenance of office equipment such as photocopier, fax machine, photocopier, printers, telephones, etc.
8. Opens, sorts, and distributes mail and faxes
9. Other duties and/or responsibilities, as required.

*Customer Service;*

1. Provide superior service to both internal and external clients.
2. Respond to inquiries and deal with complaints by making appropriate decisions and/or making recommendations to Assistant Director, Business Operations or other staff to resolve issue.
3. Provide resource information regarding facility rentals and other programs and services offered by the Athletics Centre.

**Education**

College Diploma (2 year).

**Experience Required**

* Minimum two years’ experience working in a customer-service oriented position.
* Demonstrated experience and proficiency using CLASS computer software, Facility Scheduling module.
* Intermediate skills in the application of Microsoft Office Suite (Word, Excel, PowerPoint).
* Working knowledge of finance/purchasing procedures and sound accounting practices.
* Experience in handling cash and other receivables and reconciling daily cash balances.
* Excellent customer service skills with a desire to help meet the needs of customers.
* Ability to deal with people in a firm, tactful and flexible manner and to act with sound judgment when responding to complaints.
* Excellent organizational skills. Ability to meet deadlines within constant changing environment and within changing priorities.
* Attention to detail and accuracy when performing mathematical calculations, preparing data or accounting information to avoid any financial errors.
* Demonstrated ability to work independently and as part of a team
* Ability to work evenings and extended hours as needed.