**Department of Human Resources**

**OPSEU Job Description**

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

**Job Number:** SO-451

**NOC:** 1241

**Band:** 5

**Department:** Athletics & Recreation

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

**Last Reviewed:** October 29, 2019

**Job Purpose**

Reporting to the Assistant Director, Business Operations, the Finance & Facility Booking Coordinator provides support for the effective financial operations of the department and its business systems (Legend Recreation Management Software). This position coordinates scheduling for all Trent Athletics programs and services and provides exceptional customer service to existing and prospective sport, special event, and other internal and external facility user groups. This position also oversees the ongoing management of the Legend system and coordinates with Legend the configuration of the system to support business operations for the department.

**Key Activities**

1. ***Recreation Management Software Application:***
2. Main departmental lead and oversees configuration of the recreation management software (“Legend”), including requesting new user accounts and setting permissions; coordinating staff training; updating general ledger accounts and inventory pricing; amending contract and other document updates; setting business rules; generating reports; the online registration system; and expanding use of functionality of the system to meet growing program needs.
3. Coordinates process to ensure that all program and booking information is accurately entered into Legend for the department, including: varsity schedules; campus recreation programs; sport & recreation programs; group fitness and pool schedules; and internal and external rental groups.
4. Participates in regular Legend focus groups and webinars related to software updates and development and provides recommendations on implementation, as appropriate, to maximize use of the software to support improved business operations.
5. Works with other university departments to integrate processes, including IT, Finance, Parking, and Human Resources/Payroll.
6. Provides input into the development and application of standard policies and procedures for recreation management software for Athletics & Recreation Department. Provides interpretation of policies to other staff and customers.
7. Maintains the integrity of the software system’s records by performing data management functions and routine maintenance and monitoring of tasks.
8. **Financial:**
9. Responsible for supporting the accurate and efficient administration of financial processes for the department.
10. Liaises with the University’s Finance Department to ensure that correct policies & procedures are followed and contributes to development of departmental procedures to ensure that a streamlined and accountable process exists within the department.
11. Receives and processes all revenue on a daily basis; including review and reconciliation of all cash, refunds, petty cash, and point of sale transactions against transactions reported in Legend. Follows up with staff as appropriate to investigate and correct variances.
12. Prepares daily revenue data transfer records to interface with the university’s financial system (Colleague), ensuring accuracy of data, including all online transactions.
13. Performs monthly Electronic Funds Transfer (EFT) to the bank for membership fees; runs reports in a timely manner for all rejected payments and follows up with the Sales Centre Guest Experience Agents for customer follow-up.
14. Receives and verifies invoices and requisitions for goods and services and prepares purchase requisitions for approval; sends originals to Finance Department for processing; maintains accurate records for all accounts payable and vendors.
15. Investigates details of transactions to determine the necessary adjusting journal entries required and creating correcting journal entries for approval. On a monthly basis, completes reconciliations and journal entries to record reconciling items for review by the Assistant Director.
16. Utilizes Legend software to prepare monthly accounts receivable reports and maintains a system to monitor accounts receivables for all customers. Follows up with customers on overdue accounts.
17. Assists in budget preparation and tracking by entering financial data into budget templates and in-year tracking templates; prepares financial data to assist in analyzing and preparing budget projections and prepares reports for the Assistant Director.
18. Prepares bank deposits and arranges for delivery to university Finance Department
19. **Facility Bookings:**
20. This position coordinates the facility rental sales process and proactively promotes facility spaces with internal and external clients and builds external relationships to achieve sales targets.
21. Provides exceptional customer service to Trent student groups and customers, utilizing strong communication and problem-solving skills to manage all student & customer enquiries, requests, and complaints. Provides effective follow-up as required, adhering to the Athletics Department Customer Service Commitment.
22. Responsible for administering the full cycle of the booking process: accepts bookings; enters bookings into Legend; prepares contracts; issues invoices and collects payment.
23. Ensures appropriate pre-event coordination, including set-up requirements, equipment, and additional staffing needs, and does post-event follow-up with rental customers.
24. Assists in establishing departmental facility booking systems and processes, including timelines and schedules for internal program bookings, and prepares daily and weekly run sheets.
25. Prepares reports to track facility rental revenue sales revenue, facility utilization and analysis.
26. Leads daily facility booking meeting with Departmental staff to review upcoming events and facility set-up requirements and works with staff to plan proactively to avoid any double-bookings or conflicts and ensure that facility space is optimized.
27. **Customer Service:**
28. Promotes a positive, professional image for the Department of Athletics & Recreation and provides consistent, high-quality customer service to all customers in a timely fashion, using the departmental Customer Service and Quality Service Standard guidelines.
29. Develops collaborative and cooperative relationships with internal and external stakeholders and customers.
30. Consistently demonstrates positive, effective communication skills and interactions and proactively shares information with staff team and other areas of the university, as appropriate.

**Education**

University degree or College diploma (2 year) in administration, business, or finance.

**Experience Required**

* Minimum two years’ financial and administrative experience.
* Minimum two years’ experience in software application.
* Experience in coordinating facility space, rentals, and/or special event management.
* Strong project management skills, including experience developing and delivering staff training programs.
* Strong analytical skills with the ability to use sound judgement, problem-solving and decision-making skills.
* Intermediate skills in the application of Microsoft Office Suite (Word, Excel, PowerPoint).
* Working knowledge of finance/purchasing procedures and sound accounting practices.
* Excellent customer service skills with a desire to help meet the needs of customers.
* 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, for special events or during certain business cycles throughout the year.