#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** International Finance Coordinator

**Job Number:** A-491 | VIP: 1960

**Band:** OPSEU-6

**Department:** Trent International

**Supervisor Title:** International Operations Manager

**Last Reviewed:**  December 6, 2023

#### **Job Purpose:**

Under the general direction of the International Operations Manager, the Trent International Finance Coordinator supports the financial administration for Trent International operations. Priority responsibilities include agent commission payment processing, processing of domestic and international payments and reimbursements.

During peak time of university operations, the incumbent serves as a back-up support on manual posting to student accounts for University Health Insurance Plan (UHIP) fee adjustment, international scholarship and bursary, and ESL related manual fee posting. The incumbent coordinates issues related to student accounts, agent accounts, and interacts with the Financial Services department, including both Accounts Payable and Accounts Receivable (Student Accounts), within the University to ensure all financial related tasks and transactions are processed in a timely manner.

The incumbent keeps current in university financial policies and practices, and advises Trent International recruitment internal team, external agents, and partners on invoicing and other Trent financial requirements and procedures.

#### Key Activities:

* Coordinate with the Manager, Financial Services on a weekly basis to facilitate the timely processing of invoices and transactions.
* Monitor, answer, and manage Trent agent commission inbox.
* Ensures accurate completion of, compliance with, commission payments in accordance with agent agreements.
* Verify, process, track, follow up, and maintain records on agent commission payments, and financial functions related to international recruitment activities.
* Enforce agent agreement terms for commission payments.
* Keep track of recruitment agent agreement renewal timeline and inform Trent International Recruitment Management team for review prior to renewal.
* Validate eligibility and vet agent commission claim invoices for accuracy.
* Set up international wire payment on payment processing portal (such as Convera).
* Liaise with international recruitment agents and external partners and ensure accuracy of information delivered in a professional and timely manner.
* Assist in the development of training content and present in training sessions for international recruitment agents about Trent’s accounts payable processes.
* Order supplies and make purchases for the department using the university’s payment cards.
* Ensures expenses are reconciled in a timely manner.
* Bookkeeping and tracking international recruitment events and travel expenses.
* Participate in staff meetings at both International office and Finance office.
* Review financial processes with both internal departments and external agents/partners and recommend areas for improvement.
* Other administrative support related to international financial activities.
* Back up financial posting of UHIP fee adjustment, international scholarship and bursary, and ESL manual fee adjustment to student accounts.

#### Education Required:

* General University Degree (3 year) or College Diploma in Business Administration, Accounting, Commerce, or related field.

#### Experience/Qualifications Required:

* Two (2) or more years of relevant work experience, preferably in an educational institution, public sector (government), or not-for-profit sector.
* Working knowledge and experience with cross-border payment is an asset.
* Familiarity of international bank wire standards and codes, such as SWIFT/IBAN, is an asset.
* Familiar with Canadian and international anti-money laundering controls and measures.
* Excellent working knowledge of Windows, Microsoft Office (particularly, MS Word, Excel, Access, and PowerPoint), and a student information system.
* Experience with computer network environments, Internet, and web browsers required.
* Ability to critically read and interpret documents and policies related to terms of agreements, financial obligations, and legal obligations.
* Excellent verbal and written communication skills required including experience speaking to small and large groups.
* Excellent working knowledge of Trent’s programs.
* Excellent ability to interact professionally and effectively with all/diverse constituencies of the University community, as well as with external contacts
* Excellent customer service skills.
* Proven ability to work both independently and as part of a team in a complex and multifaceted work environment.
* Excellent organizational and time management skills to deal with multiple demands at one time and changing priorities.
* A clear understanding and demonstrated abilities for diplomacy, compassion, and confidentiality.
* Analytical judgement to analyze individual student’s situations and problem solve.
* Strong knowledge of budgetary procedures and meticulous attention to detail.
* A working knowledge and experience of basic accounting principles and bookkeeping is required.
* Experience with Ellucian Colleague ERP software is an asset.

**Job Evaluation Factors:**

##### Responsibility for the Work of Others

Direct responsibility

* No supervision of others

Indirect Responsibility

* Provides instruction on internal financial process requirements to internal staff and external agents and partners

##### Analytical Reasoning

* Identifies concerns and discrepancies and works with Financial Services for resolutions
* Communicate changes and payment status update as appropriate.
* Adequately interpret agent agreements and flag concerns to international recruitment management for review and renewal with the agents

##### Decision Making

* Follows policies, procedures, and contracts to make decisions on commission payment eligibility

##### Impact

* Failure to validate agent eligibility and vet agent commissions claim may put Trent University at risk of not continuing to be a Designated Learning Institutions (DLI) recognized by the Immigration, Refugees and Citizenship Canada (IRCC), Government of Canada
* Failure to respond to commission payment request from agents and external partners in a timely manner will negatively impact the reputation of the institution and relationship with international recruitment partners

##### Communication

* Internal communication with Trent International, Trent Financial Service, and Trent Admissions
* External communication with Trent International recruitment agents, partners, and school fair vendors

##### Motor/Sensory Skills

* Dexterity: operating a computer for most of the time

##### Effort

Mental

* High level of sustained concentration while verifying agent commission eligibility and processing invoices

Physical

* Sitting for extended periods of time

##### Working Conditions

* May work hybrid on-campus and/or remote work from home in the Eastern Time zone