#### Trent University Logo OPSEU JOB DESCRIPTION

**Job Title:** Student Accounts Billing Administrator

**Job Number:** A-509 | VIP: 2035

**Band:** OPSEU-8

**Department:** Financial Services

**Supervisor Title:** Director, Client Services

**Last Reviewed:**  November 5, 2024

#### **Job Purpose:**

Under the supervision of the Director, Client Services, and guidance from the Student Accounts Billing Coordinator, the Student Accounts Billing Administrator is responsible for maintaining the integrity of the student and third-party sponsorship billing processes. This role involves processing student and third-party sponsorship billings, preparing student tax forms, conducting reconciliations, and providing support to students, departments and sponsors.

The Student Accounts Biling Administrator assists in ensuring compliance with Ministry and University policies, contributing to the smooth operation of the student accounts system. This position is also accountable for processing student group levy payments and periodic reconciliation of those levy payments, along with collection of required supporting documentation. This position also works collaboratively with other departments of the University.

#### Key Activities:

##### Student Billings

* Remains current and ensures University compliance with all Ministry legislation and regulations regarding post-secondary student billings, including the Ministry’s Tuition Fee Framework and non-tuition fee protocols.
* Supports the compilation of updated tuition, ancillary, levy and miscellaneous fees in preparation for creating billing tables. This includes ensuring:
  + tuition fee increases are in accordance with the Board-approved tuition fee strategy and Ministry legislation; and
  + ancillary and levy fees are following the Board’s ancillary fees protocol and have received required approvals from CASSC and/or other relevant student associations and levy groups, as applicable.
* Assists the Student Accounts Billing Coordinator in ensuring the accuracy and ongoing updates of student billing tables, applying a solid understanding of Ministry guidelines and requirements.
* Supports the Student Accounts Billing Coordinator in the process for determining, reviewing, and obtaining Provost and/or Dean approvals for allowable program fees in compliance with the Ministry’s non-tuition fee protocols.
* Reviews, analyzes, and tests billing tables and billing scenarios in advance of student billings for each academic term and category of student (i.e., domestic and international, undergraduate, graduate, English as a Second Language (ESL), Internationally Educated Nurses (IEN) and any new future programs.
* Works closely with IT to ensure the accuracy of system calculations and application of billings rules.
* Assists the Student Accounts Billing Coordinator with the preparation of fee information to Stats Canada, Ministry and provides other reporting as requested.
* Prepares annual summary for tax purposes, uploads forms to CRA portal and prepares file for upload to Trent portal.
* Responsible for reviewing large datasets during billing and tax processing to identify registration errors that impact student billing and tax calculations. Provides direction for correction of data to various departments, as appropriate.

##### Student Group Levies

* Assists the Coordinator in improving processes for bi-annual payments to student groups based on levy fees billed and collected from students through the student billing system.
* Conducts a comprehensive review and analysis, summarizing registration information and levy fee collections to ensure accuracy in the allocation and final levy payout to student groups.
* Maintains accurate records of levy fee collections, payments disbursed and any related financial transactions, providing transparent and detailed reports as needed for internal audits and financial reporting purposes.

##### Reconciliation and Reporting

* Reconciles accounts receivable sub-ledgers on a monthly and annual basis.
* Assists the Student Accounts Billing Coordinator with the annual reasonableness assessment of tuition fees for the external auditors as part of the year-end financial statement audit. Regularly reviews tuition fee revenue for reasonableness each term. Investigates any significant anomalies and documents findings if sound rationale exists for the anomalies or makes corrections as applicable.
* Assists with the year-end audit preparation of other working schedules and financial analysis for financial statement completion related to student billings, including deferred revenue related to summer term billing and non-student receivables.
* Performs regular student billings system maintenance, including archiving records and clearing past due balances, to allow the system to run more efficiently.

##### Sponsored Accounts:

* As a subject matter expert and primary contact, the Student Accounts Billing Administrator provides expertise to faculty, staff and students for all aspects of third-party sponsorship functions including the electronic invoicing, communication to students and sponsors regarding sponsorship process, policy and requirements.
* Develop, cultivate, and maintain solid long-term relationships with sponsors.
* Continue to develop and expand the sponsorship program content on the website to maximize sponsorship opportunities for the University. Creates and executes communication to students and sponsors to inform of important deadlines and policies.
* Maintains the assigned email account - studentsponsorship@trentu.ca
* Reviews, interprets, and validates sponsored billing (SB) authorizations ensuring sponsored student and sponsor records are up-to-date and accessible electronically.
* Responsible for the SB process; sending out timely and accurate third-party billing. Ensuring invoicing is accurate.
* Continuous monitoring and communication to sponsored students and sponsoring agencies with past due accounts. Apply late fees, and restrictions to sponsored students, working to resolve outstanding accounts. Makes independent decisions regarding lifting financial holds, removing/refunding fees and enforcing privacy policies.
* Follow-up on delinquent sponsor accounts. Research, analyze and resolve student and sponsor account and billing issues.
* Liaises with sponsors, First People House of Learning, and Indigenous Student Success Coordinator to secure additional funding for students or provide guidance on account status.
* Maintains electronic and hard copy third-party sponsorship letters and communication filing systems in accordance with approved process and procedural documents as well as maintaining any physical historical records.
* Delivers information sessions on Trent’s sponsorship process, sponsor billing practices and how these processes work in conjunction with the students’ account.
* Monthly reconciliation of SB and sponsored student accounts.

##### Other

* Participates in committees, meetings, and discussions, and attends conferences/training related to the student billings processes and systems.
* Identifies opportunities, provides insights, and implements improvements and efficiencies for the student billings process and/or systems.
* Researches, troubleshoots, and performs complex diagnosis of student billing system issues and resolves, which involves working closely with IT.
* Responsible for accurate assessment and processing of monthly interest to students’ accounts.
* Maintain and update the fee schedules on the student accounts section of the University website to ensure accuracy.
* Prepare and distribute reports related to Student Accounts and Billings to relevant departments as needed.
* Support the Student Accounts team in understanding billing processes and procedural updates, enabling them to effectively respond to student billing questions and concerns.
* Other duties as assigned.

#### Education Required:

* Honours Bachelor’s Degree (4 years) in E-Commerce, Business or Computer Science.

#### Experience/Qualifications Required:

* Three (3) years of experience in an intermediate finance position.
* Experience with data management and data manipulation of complex datasets.
* Strong technical experience and Proficiency with writing logical computer rules and computed columns.
* High level of customer service.
* Strong communication, problem solving, time management, project management and interpersonal skills with a focus on providing exceptional customer service in a team environment.
* Accuracy and attention to detail.
* Working knowledge of functional aspects of student registration and billing, accounts receivable.
* Demonstrated knowledge of privacy rules as they apply to the public sector, maintains confidentiality.
* Familiarity with University policy, procedures, and funding
* Innovative, creative, and self-motivating to identify, collaborate and implement process/system improvements.
* Able to work and learn independently - self teach from manuals.
* Must be able to multi-task.

#### Supervision:

##### Direct Responsibility for the Work of Others

* No direct supervisory responsibilities but provides support to the team and works closely with the Student Accounts Billing Coordinator.

**Job Evaluation Factors:**

##### Analytical Reasoning

*Requires advanced problem-solving and critical thinking skills to assess complex billing scenarios, make decisions on billing table structures, and ensure compliance with Ministry guidelines..*

*Requires the ability to program system using complex rules within system limitations to achieve the correct outcome for a diverse campus population.*

*Ability to apply appropriate principles (CRA tax rules, Ministry guidelines) to student billing and generation of student tax forms for correctness and compliance.*

##### Decision Making

*Independently manages specific aspects of the billing cycle, making informed decisions on the most efficient methods for processing student and third-party sponsorship billings. Assists in the implementation of new billing rules and procedures while ensuring accuracy in data management. Errors in execution or data handling could affect the accuracy of student accounts and impact the university's financial processes.*

*Decisions regarding system maintenance could impact system users of the student self-service module and integrated payment system. Running the wrong utility will create additional transactions on the student account and cause additional questions from students and parents. The incorrectness of maintenance by selecting the wrong utility or the wrong sequence for correction will affect the accuracy of the student’s balance displayed for amount due and payment plans.*

##### Impact

##### *Mistakes in billing or reconciliation processes could lead to significant revenue losses, reputational damage, or non-compliance with Ministry regulations, impacting student confidence and external audits.*

##### Responsibility for the Work of Others

##### *No direct supervision.*

##### Communication

*Maintains high-level communication with internal departments (IT, Financial Services, Registrar’s Office), faculty, and external sponsors, ensuring accurate information flow regarding billing policies, schedules, and procedures.*

##### Motor/ Sensory Skills

*Dexterity with using various programs and spreadsheets, editing data and manipulating large volumes of data while maintaining integrity of information.*

*Fine motor skills required for keyboarding with 100% accuracy.*

*Visually processing electronic information to identify incorrect or pertinent information and provide correct analysis.*

##### Working Conditions

**Psychological Conditions:**

*Continuous and changing deadlines.*

*Conflicting deadlines and competing demands.*

*Many interruptions for support and problem resolution.*

**Physical Conditions:**

*Keyboarding can result in carpal tunnel syndrome*

*Long periods of sitting result in joint stiffness and back strain.*