#### Trent University Logo OPSEU JOB DESCRIPTION

**Job Title:** Accounts Receivable Advisor

**Job Number:** A-510 | VIP: 2036

**Band:** OPSEU-8

**Department:** Financial Services

**Supervisor Title:** Director, Client Services

**Last Reviewed:**  November 5, 2024

#### **Job Purpose:**

The Accounts Receivable Advisor plays a key role in managing external and internal accounts receivable at the university. They are the primary contact for external clients and departments regarding payments and invoicing services. This position requires an in-depth understanding of accounts receivable systems, strong problem-solving skills, and the ability to identify and resolve issues promptly. The Advisor is responsible for monthly reconciliations, year-end audit preparation, and providing guidance on financial data recording.

Additionally, the Advisor supports the Student Accounts team, providing backup for frontline services, processing refunds, handling third-party loans, and ensuring the accurate application of tuition waivers. The position demands strong technical accounting skills and excellent customer service to maintain effective relationships with both internal and external stakeholders.

#### Key Activities:

##### External Accounts Receivable and Services

* Manage external receivable accounts, ensuring timely invoicing payment processing, approval of expenditures assessing credit worthiness and distribution of monthly statements.
* Conduct monthly analysis of external accounts, generating reports, and addressing surpluses and deficits by collecting outstanding amounts or requisitioning refunds.
* Reconcile external accounts monthly and at year-end, preparing necessary audit documentation.
* Utilize knowledge of policies and procedures to record non-tuition revenues and process payments, offering suggestions for improvements and error correction. Responds timely to departmental inquiries about incoming funds.
* Investigate unallocated payments and maintain accurate records of deposits and payment documentation.
* Coordinate a centralized invoicing system for external services, ensuring compliance with university policies and tax regulations.
* Advises on the correct application of taxes for external university sales invoices and deposits for the university.
* Reconciles external invoicing to the sub-ledger and general ledger.
* Facilitate electronic payments by third parties, ensuring secure and accurate processing.
* Streamlines the accounts receivable process, identifying and implementing opportunities to enhance operational efficiency.

##### Student Accounts – Customer Service

* Provides back-up support for student accounts on both campuses
* Responds to email in times of high-volume inquiries.
* Comprehensive understanding of student accounts customer service responsibilities to effectively deliver both in-person and online support.

##### Student Accounts – Transaction Management

* Handles cashiering tasks, reconciles daily receipts, prepares bank deposits and processes electronic payments for student accounts, research and sponsored accounts.
* Troubleshoot system to identify and resolve missing, rejected, in-transit, and payment discrepancies related to the e-commerce payment system.
* Process international refunds with a strong understanding of various payment systems, international banking procedures and the complexities of transferring funds abroad.
* Performs refunding functions, including entry, audit and requisitioning student payments.
* Acts as primary contact for MPower to verify invoicing and ensure payment of current and overdue amounts owed to the university. Processes refund requests of MPower funded living expenses and requisitions return of excess funding.
* Assist student accounts by analyzing accounts and aging reports to identify and rectify posting errors or unallocated payments.
* Manage the processing of approved tuition waivers each term, ensuring accurate coding, timely documentation and correctness of waiver amounts.

##### Other

* Responsible for making revisions and adding new content for student accounts and accounts receivable webpages.
* Review and reconcile various accounts by identifying and analyzing errors in postings and transaction omissions.
* Liaise with financial reporting advisors to resolve accounts receivable bank posting issues.
* Aids in the implementation, maintenance, and optimization of new technologies as they relate to receivables and student accounts.
* Responsible for documenting all processes and procedures associated with the receivables and student accounts advisor role on shared platform.
* Engages in ad hoc projects aimed to support continuous improvement within Financial Services.
* Conducts research on best practices for accounts receivables.
* Performs other duties as assigned.

#### Education Required:

* Honours University Degree in Business with major in accounting.

#### Experience/Qualifications Required:

* Three (3) years’ experience in an accounts receivable environment.
* Excellent cross-cultural communication skills (verbal and written); ability to communicate information in a clear, consistent and courteous manner.
* Strong understanding of general ledger and taxes.
* Extensive knowledge and/or direct experience of the social and academic challenges and needs of students.
* Demonstrated tact, diplomacy, and objectivity.
* Proven judgment and discretion in dealing with confidential and sensitive matters.
* Experience in Customer
* Proficiency in computer applications including Microsoft Office applications, Adobe Acrobat, and Colleague or similar enterprise systems. Advanced Excel skills.
* Ability to work under pressure in a high volume, high stress environment.
* Ability to exercise judgment and confidentiality to handle sensitive data.
* Strong organizational and interpersonal skills.
* Ability to share responsibility of managing shared inboxes
* Demonstrated knowledge of university regulations, privacy rules as they apply to the public sector, policies, and procedures.

**Job Evaluation Factors:**

##### Analytical Reasoning

*Well-developed analytical reasoning required to think through problems, assess options, understand processes, and communicate results to students and client groups.*

*Requires ability to interpret the Collective Agreement and apply appropriate principles to solve a broad range concerns and to answer questions concerning Tuition Waivers.*

*Ability to comprehend and interpret policies at Trent. Uses professional judgement in situations where clear direction is not available.*

*Best practice will need to be assessed to determine the best process to implement an accounts receivable process for the university.*

*Prior to allocating incoming payments to GL accounts, analysis must be done to determine correct account allocation and HST applicability which is dependent upon identifying the type of invoice/payment.*

##### Decision Making

*Interpreting policy & procedures*

*Reviewing and interpreting university policy and procedure to be able to make and rationalize decisions using broad frameworks, policy interpretations, and contracts.*

*Expected to work independently to respond to students and departmental inquiries.*

*Each scenario with students is different and requires sound judgement and reasoning to interpret different responses to needs and involve complex and often sensitive issues*

*Required to make accurate and justifiable decisions based on complex criteria with limited input from others.*

*Ability to work both independently and co-operatively as part of a high functioning and professional team.*

##### Impact

##### *Poor decisions may have negative effects on relations with the faculty and staff groups, the student body, external stakeholders, or the broader community. It is likely that errors will have a substantial negative impact on the University’s public reputation*

##### *Delays in invoicing, posting payments, providing external statements and tuition waiver credits can result in dissatisfaction and may lead to reputational risk and viral complaints.*

##### Responsibility for the Work of Others

##### *Direct Responsibility*

##### *N/A*

##### *Indirect Responsibility*

##### *Directing students and/or casual help. Advises Trent staff in regard to payment solutions.*

##### Communication

*Communication requires consulting on issues, presenting complex information, explaining analysis and rationale, and making recommendations. Necessary to apply good judgement and tact to distil and present sensitive information depending on the audience. Requires frequent consultation with various stakeholders and departments within the institution, explaining analysis and rationale, and making recommendations. The job requires regular communication throughout the organization, as well as with many external partners and organizations.*

*Documenting departmental policy/procedures for own areas of responsibility.*

*Writes communique to students when responding to email inquiries.*

*Internal:*

*Regularly communicates complex financial information to internal departments (e.g., Registrar, Graduate Studies) and external stakeholders (e.g., auditors, third-party sponsors), often requiring tact and diplomacy.*

*External:*

*Regular interaction with external stakeholders, including financial institutions, auditors, and external organizations regarding payment solutions and receivables.*

##### Motor/ Sensory Skills

*Physical:*

*• Frequent repetitive motion, such as keying and data entry for extended periods, can cause strain in the back, neck, shoulders, eyes, wrists, and hands. Prolonged sitting while working on a computer.*

*Psychological:*

*• Must occasionally handle interruptions, reprioritize tasks due to unexpected issues, and adapt to fluctuating workloads. Precision and attention to detail are required, with little or no tolerance for errors.*

##### Working Conditions

**Psychological Conditions:**

*Physical:*

*• Prolonged period of sitting while performing data entry and working on a computer, which may cause strain on the back, neck, shoulders, eyes and wrists.*

*• The open workspace environment presents challenges, including noise and frequent distractions.*

*Psychological:*

*• Stress arises from multiple deadlines, high volumes of work, and interactions with frustrated or emotional stakeholders (e.g., students, parents, faculty).*

*• Task-switching may be required while maintaining accuracy, especially peak times*

*• Must handle sensitive financial information and manage interactions with stakeholders under occasional stress.*