#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Student Accounts Clerk

**Job Number:** SO-360 | VIP: 1279

**Band:** OPSEU- 6

**Department:** Financial Services

**Supervisor Title:** Student Accounts Administrator

**Last Reviewed:**  June 1, 2021

#### **Job Purpose:**

#### Reporting to the Student Accounts Administrator, the Student Accounts Clerk assists with Trent’s third-party billing of sponsored accounts and is the key contact. Processes the smaller group student account billings and provides support and back-up for student billing, processing, and frontline operations.

#### Key Activities:

***Sponsored Accounts:***

1. Reviews and validates sponsored billing authorizations ensuring sponsored student and sponsor records are up-to-date and accessible electronically.
2. Supports the SB process sending out timely and accurate third-party billing.
3. Follow-up on delinquent sponsor accounts.
4. Analyzes SB transactions to resolve payment disputes.
5. Reviews and provides first approval of SB and sponsored student refunds.
6. Payment application and prompt correspondence with sponsors in a professional manner.
7. Liaises with sponsors and Indigenous Student Success Coordinator to secure additional funding for students or provide guidance on account status.
8. Monthly reconciliation of SB and sponsored student accounts.

***Student Accounts:***

Supports the Student Accounts Administrator with billing preparation, testing, and learning all student billing processes.

1. Analyses student accounts for billing inconsistencies and makes adjustments when necessary.
2. Process departmental deposits and student payments recording revenue by means of daily bank deposits.
3. Analyses student tax forms for inconsistencies and revises when necessary. Issues income tax receipts and answers related inquiries.
4. Processes student refunds.
5. Assists with collections of student and staff accounts.
6. Supports student communication by responding to all student account related inquiries. Responds to account queries by phone, meeting with students/staff/faculty or parents to answer and solve account concerns.
7. Responsible for processing departmental charges to students’ accounts in a timely manner.
8. Prepares summary of departmental charges and analyses data to conform to CRA regulations. Processes to accounts for inclusion in the T2202 process.
9. Updates student address information.
10. Responds effectively to in-depth queries regarding student accounts mastering escalated situations to resolve issues.
11. Assists with departmental filing.
12. Annually collects and compiles summary of departmental fees on behalf of AVP, Finance for presentation to PVP. Updates Colleague with new fees and revised billing amounts for start of every fall term.
13. Runs all student related refund payments.
14. Runs the transfer of residence fees/credits to the student’s accounts.
15. Oversight for external receivable accounts invoiced for internal Trent services approving vouchers, invoicing, sending monthly statements, posting payments and follow-up on unpaid accounts.

***Additional:***

1. Responsible for the implementation, maintenance, and recurring optimization of new technologies as they relate to student accounts.
2. Performs detailed analysis of large volumes of data to identify errors and items requiring investigation.
3. Analyses old accounts with credit balances and no recent activity.
4. Prepares special reports for the Manager, Student Accounts or Student Accounts Administrator using Excel, Word, Colleague and Access to assist in clarification of data and decision-making.
5. Responsible for monitoring and updating Student Accounts and Finance web pages, including updates to tuition tables, important financial deadlines and posting the university’s financial statements.
6. Administration of external receivables.
7. Orders stationery/office supplies.
8. Other duties as assigned.

#### Education Required:

* Completion of a College Diploma (2 year) with emphasis in accounting.

#### Experience/Qualifications Required:

* Three years accounting experience in a computerized accounting environment.
* Proficiency in computer applications including Word, Excel, and Access Database.
* Time Management Skills – organizing and prioritizing.
* Able to work in team environment.
* Excellent attention to detail required.
* Ability and exercise judgement to handle sensitive data with complete confidentiality.
* Excellent communication skills.
* Strong customer service focus.

**SUPERVISION:**

* No formal supervision of others is required.

**Job Evaluation Factors:**

**Responsibility for the Work of Others**

Direct Responsibility

N/A

Indirect Responsibility

Directing students and/or casual help

**Communication**

Internal:

* Staff/Faculty
* Students to provide information, direction, financial assistance, customer service

External:

* Auditors – respond to inquiries
* Athletic/Conference Department clients – respond to inquiries regarding refunds
* Other Universities/Colleges – exchange of information
* Students/Parents – fees, tax information, outstanding account calculations
* Potential students – outlining fees and process

**Motor/Sensory Skills**

* Fine motor skills required for keyboarding with speed and 100% accuracy and use of adding machine
* Dexterity for folding enclosures and cheques for mailing
* Acuity for dealing with people during phone inquiries and walk-in staff/external clients with questions
* Ability to read documents while keying information into the computer

**Effort**

Mental:

* Sustained focus to accurately transcribe data from paper to computer with frequent interruptions
* Sustained concentration required to deal with walk-in and telephone inquiries
* Responding to complaints from public while maintaining composure and professionalism

Physical:

* Sitting for extended periods of time
* Keyboarding for extended periods of time
* Walking, standing, bending, carrying

**Working Conditions**

Physical:

* Repetitive motion to key for extended periods of time can contribute to back, eye and wrist strain and stiffness
* Sitting and concentrating for long periods of time
* Constant phones ringing during peak times (tuition deposit, 1st instalment payment, 2nd instalment, tax time and summer fee payment)

Psychological:

* Ability to work with frequent interruptions
* Ability to reprioritize work based on new/unexpected issues that arise
* Responding to complaints from public while maintaining composure and professionalism
* Lack of privacy to concentrate when keying
* Adhering to strict deadlines
* Multiple competing demands
* Exercise discretion, tact, and empathy to students in crises or stressful situations
* Dealing with frustrated, angry, emotional and confrontation parents and students