CAPILANO UNIVERSITY

Class No.:	Administration
Original Date:	November 2018
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Pay Group:	10

JOB DESCRIPTION – MANAGER, STUDENT FINANCIAL ACCOUNTS

NATURE AND SCOPE OF WORK

The incumbent serves in a leadership role by supporting the student experience related to the timely and accurate management of student financial accounts. The Manager works collaboratively with administrators across the university and leads a team of employees in ensuring the university has effective and efficient policies, procedures and controls related to tuition and fees that enables the provision of excellent service to students and families.

The manager is responsible for managing the financial transactions and accounting records of the University. This position leads the accounts payable and student financial accounts teams.

The Manager reports to the Director, Financial Operations and is responsible for transforming and enhancing the processes, systems and tools used in the Student Accounts unit to ensure billing and collection procedures are timely and accurate and controls are put in place to reduce bad debts. The Manager is responsible for the accurate recording and recognition of tuition revenue and for developing monthly forecasts and assisting with the development of budgets.

ILLUSTRATIVE EXAMPLES OF DUTIES

Responsible for providing effective leadership for Student Financial Accounts processes:

- Ensures the timely and accurate charging of student accounts with tuition and fees in accordance with university policies and regulations and ensures the accounting treatment is appropriate and monitoring activities are designed and implemented.
- Ensures the timely and accurate cash collection, receipting and processing procedures and maintains controls of proper safekeeping of money and cheques including timely deposits to university bank account.
- Manages the collection of student accounts in accordance with policies and regulations including responding to student queries, meeting with students as required, managing payment terms, and identifying students for de-registration where collection attempts have failed, and managing and monitoring accounts sent to collection agency.

- Manages the relationships and agreements with vendors and partners such as the bank, financial technology companies (Moneris), and the collection agency; ensuring technology, reporting and monitoring provisions and controls are in place.
- Provides direction to employees and manages all day-to-day processes and functions within student accounts, identifying and implementing procedures to improve efficiency and effectiveness of operations and systems.
- Identifies to the Director Financial Services challenges with interpretation or implementation of policies and procedures.
- Participates in planning, developing and implementing financial information systems that meet the information needs of a variety of constituents.
- Participates in drafting financial policies and procedures that provide for planning and monitoring of all University revenues and expenditures.
- Constantly looks for operational efficiencies and process improvement opportunities to ensure a balance between capacity and deliverables.

Accounts Payable

- Performs a strategic role in overseeing the transaction processing of a wide variety of payments including vendor invoices, contract payments, and expense claims for internal and external clients; ensuring timely and accurate payments in accordance to university policies and procedures and effective controls are in place for risk management.
- Manages ongoing relationships with internal and external customers, establishes service level goals and leads discussion on performance results and areas for improvement.
- Identifies knowledge gaps and training needs that will enhance the efficiency and service standards of the Account Payable department. Develops and delivers training sessions to Accounts Payable staff and university staff.
- Ensures documented procedures and training for staff on controls related to management of the accounts payable vendor file, including changes to vendor addresses and banking information and segregation of duties are appropriate for risk management.
- Ensures appropriate controls are in place for the review and approval of weekly cheque runs and for stop payments, cancelled cheques and re-issuing of payments.
- Works collaboratively with purchasing team to resolve and close completed but outstanding purchase orders. On a monthly basis, accrue active purchase order received but not invoiced.
- Ensures policies and procedures are in place for the effective management of corporate credit cards including monitoring and recording credit card expenses, monitoring and escalation processes for non-compliance to policies and procedures.

Reporting and Monitoring of Revenues:

- Monitors and analyzes revenues related to tuition and other fees against budget and helps in the preparation of monthly forecasts and budgets.
- Prepares monthly management reports for review and presentation to the Director. Develops and provides appropriate key performance indicators (KPI's) for the organization and the Board.
- Ensures compliance and accuracy of reporting requirements and deadlines as set out by provincial and federal government.
- Ensures accurate and timely monthly reconciliations of all Tuition and other fees revenue and deferred revenue general ledger accounts and ensures issues are identified and escalated as required.
- Creates periodic and ad-hoc financial and headcount reports for distribution to internal stakeholders as required.

Plans, assigns, and directs the activities of employees in the Student Financial Accounts unit, as well as financial services, as needed:

- Ensures staff receive optimal support to enable them to carry out their duties – including proper training and development and regularly scheduled department meetings, to facilitate two-way dialog and involvement of staff in current issues.
- In consultation with the Director, Finance and with Human Resources, administers the collective agreement in relation to direct and indirect reports, including participation in hiring, following through on discipline and/or performance evaluation processes as applicable, authorizing overtime, leaves and other similar requests, and representing management where required in various processes.
- Meets regularly with the Financial Services management team to communicate current needs and initiatives in Financial Services and to align those initiatives with those in other areas within the University.
- Performs other related duties/projects as required.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Extensive knowledge of accounting, receivables and collections principles and practices.
- Extensive knowledge of the principles and practices of accounting and information systems.
- Thorough understanding of development of financial policies and procedures to monitor revenues and expenditures, in alignment with generally accepted practices in a public post-secondary environment.

- Thorough knowledge of reporting requirements for the various regulations governing administration in British Columbia, including the Government Reporting Entity, the University Act, Ministry policies and directives, and the University's collective bargaining agreements.
- Thorough knowledge of financial information systems use and implementation, related to accounts receivable record-keeping, analysis and reporting.
- Ability to plan, organize and implement work schedules to effectively meet deadlines and organizational requirements.
- Demonstrated ability to apply strong technical accounting, analysis and systems control skills in a complex systems environment.
- Demonstrated ability to motivate and lead a team towards a common goal.
- Demonstrated ability to communicate, both orally and in writing, by obtaining and providing or presenting information of a complex and technical nature to parties who may have little or no financial background.
- Ability to exercise discretion, judgment and confidentiality.
- Ability to establish and maintain effective working relationships with senior management, faculty, staff, students, government agencies, and members of the general public.
- Comprehensive knowledge of financial accounting and management, control and reporting procedures, practices and policies.
- Intermediate knowledge of enterprise computerized information systems used in financial and accounting applications.
- Thorough understanding of development of financial policies and procedures to monitor revenues and expenditures, in alignment with generally accepted practices in a public post-secondary environment.
- Thorough knowledge of reporting requirements for the various regulations governing administration in British Columbia, including the Government Reporting Entity, the University Act, Ministry policies and directives, and the University's collective bargaining agreements.
- Ability to plan, organize and implement work schedules to effectively meet deadlines and organizational requirements.
- Demonstrated ability to apply strong technical accounting, analysis and systems control skills in a complex systems environment.
- Demonstrated ability to motivate and lead a team towards a common goal.
- Demonstrated ability to communicate, both orally and in writing, by obtaining and providing or presenting information of a complex and technical nature to parties who may have little or no financial background.
- Ability to exercise discretion, judgment and confidentiality.

REQUIRED TRAINING AND EXPERIENCE

- Successful completion of a degree with specialization in accounting, finance, business administration or commerce.
- CPA professional accounting designation and membership in good standing with CPA-BC.
- Six years of recent relevant experience at a mid-level in managing an accounts receivable function including customer relations and collections activity, analysis of revenue and costs, development of budgets and experience supervising the work of others. Six years of recent relevant experience in a mid-level position managing an accounting department preferably in a public sector entity. Supervisory experience required, preferably in a unionized environment.
- An equivalent combination of education and experience may be considered.