CAPILANO UNIVERSITY

Class No.:	
Original Date:	
Revision Date:	June 2004 Revisions: December 2005 August 2007 July 2014
Pay Group:	24

CLASS SPECIFICATION

SUPERVISOR, STUDENT ACCOUNTS

NATURE AND SCOPE OF WORK

This is supervisory and student accounts receivable work. The incumbent is primarily responsible for supervising the day-to-day operations of student accounts receivable. Duties include supervising and supporting staff, ensuring effective operation of controls over cash handling, updating student accounts for charges and payments, ensuring accurate preparation of periodic reconciliations and reports, participating in testing of new or upgraded functionality pertaining to the student registration system, and making any recommendations for improvements to processes in the area of Student Accounts. The incumbent reports to the Manager, Accounting Services.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Supervises the day-to-day student accounts receivable function including: addressing concerns raised by clients and/or staff; planning and coordinating the work flow; scheduling, assigning, prioritizing and reviewing work assignments.

- Supervises office staff including verifying time sheets; preparing work and vacation schedules; identifying short term staffing needs; participating in selection committees; providing input on performance reviews; and advising the administrator of any performance issues.

- Ensures financial control, integrity, adherence to Board policy and Generally Accepted Accounting Principles, and accurate recording with respect to the student accounts receivable function.

- Remains updated and current in policies and procedures (both internal and external) as they pertain to student accounts receivable.

- Trains student accounts receivable staff in new and existing policies, procedures and systems.

- Maintains and monitors computerized student accounts receivable system, including finalizing and closing cashiering sessions and performing any necessary adjustments. Performs the weekly accounting feed procedure, including running the fee calculator, running the application of payments process, finalizing all cashiering sessions, and feeding accounts receivable data to MS Dynamics GP.

- Develops and amends documents and implements procedures in accordance with new and established policies.

- Establishes criteria, guidelines and/or procedures for new fee implementation and submits them to the Manager, Accounting Services for approvals.

- Ensures all student fees are correctly assessed by course and by student.

- Ensures that external sponsorship agreements are correctly administered including validation of initial set-up, on-going maintenance, invoicing to external sponsors and collection follow-up.

- Ensures compliance with security procedures.

- Works with Enrolment Services and the Financial Aid Offices to develop procedures for the recording and distribution of student scholarships, awards, and bursaries and the processing and maintenance of student fee deferrals.

- Reviews the student accounts receivable reports and monitors, researches, and resolves outstanding student accounts receivable items. Resolves unusual and unique situations as necessary. Has final approval on fee waivers and/or deferrals.

- Works with student AR staff and an external collection agency to pursue past due student accounts.

- Ensures appropriate use, maintenance, and updates of waivers, exemptions and holds.

- Reviews and approves daily and monthly journal entries and reconciliations performed by the staff in Student Accounts, including ensuring that adequate backup documentation exists. Ensures that any discrepancies in journal entry detail are investigated and resolved.

- Prepares reports and schedules related to student tuition and accounts receivable for the year end audit.

- Maintains departmental records, the student accounts receivable database, and ensures that confidentiality is maintained.

- Acts as a University representative and contact for external funding sources; provides information and feedback to agencies on behalf of the University.

- Prepares, coordinates, and completes financial reports as assigned on a daily, weekly, monthly and annual basis.

- Ensures the accurate and timely preparation and reconciliation of tax documents including T4A slips for scholarships and bursaries paid by both the University and the Foundation and T2202A slips for students' tuition fees and education credits.

- Continually reviews and evaluates the student accounts receivable and fee and fee payment website to ensure its functionality and user friendliness; researches other websites for ideas, information, best practices, etc. which can be incorporated.

- Provides detailed account explanations, reconciliation and advice to students and their designated supports.

- In consultation with the Manager, Accounting Services, establishes goals, targets and strategies in an on-going effort towards continuous improvement.

- Provides on-going student account support to each of the satellite campuses (Sunshine Coast campus and Squamish campus).

- Prepares recommendations for the Manager, Accounting Services on policy matters affecting student accounts and identifies issues requiring review. Implements documents and follows through on changes as approved by the Manager, Accounting Services.

- Within the guidelines of departmental and University tuition policies, reviews and processes refund requests

- Responds to, and investigates as required, queries and requests for financial information from students, other employees, and the general public.

- Provides back-up support for all positions within Cashiers.

- Provides guidance to University employees regarding the University’s policies and procedures as they relate to student accounts.

- May be required to take training and act in the capacity of a floor warden as part of the University’s Emergency Preparedness Plan (Fire, W.H.M.I.S., Earthquake).

- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of office methods and procedures and data processing operations related to accounting.
- Thorough knowledge of departmental and Capilano University Board financial policies and procedures, rules and regulations.
- Thorough knowledge of spreadsheet applications and computerized financial accounting systems.
- Thorough knowledge of the application of privacy legislation as it relates to student information.
- Thorough knowledge of the application of the Freedom of Information and Privacy regulations related to the operations of financial records.
- Considerable knowledge of generally accepted accounting principles with special emphasis on accounts receivable and cash handling practices and procedures.
- Thorough knowledge of the Banner student accounts receivable system.
- Thorough knowledge of word processing and database applications.
- Ability to plan, schedule, assign, supervise and review the work of other employees to effectively meet deadlines.
- Ability to provide on-the-job training and orientation.
- Ability to respond to sensitive problems with tact.
- Ability to maintain confidentiality.
- Ability to work independently within established guidelines.
- Ability to upgrade computer skills when necessary.
- Ability to independently investigate and resolve issues and discrepancies within the scope of this class specification.
- Ability to establish and maintain effective, positive and courteous working relationships with, and provide customer service to, co-workers, administration, faculty and staff employees, students, external agencies and members of the general public.

- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.

- Ability to make accurate arithmetical calculations with speed and accuracy and to control and balance varied accounts.

- Ability to extract, analyze and balance data, and present results in a standard format.

- Ability to maintain confidentiality.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a Bachelor's degree in a related discipline OR the fourth level of a recognized accounting program (CGA, CMA).

- Four years of directly related job experience, including one year of supervisory experience.

REQUIRED CERTIFICATES, LICENCES AND REGISTRATIONS

- None.