



Job Description

(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	JD00361	Pay Grade:	7
JD Title:	Systems Coordinator, Student Accounts and Cashiers	JD FTE Hours:	35
Job Family:	Accounting		

General Description

Responsible for the accurate set-up and processing of all systems, software and programs used within the department. Manage, identify, and resolve system and staff errors, and provide solutions and recommend improvements to system functionality, processes, and policies. Partner with multiple departments to plan and coordinate the rollout of seasonal jobs and processes. Provide training, administrative, and technical support to internal departments and external clients for various financial services systems. Requires a strong knowledge and understanding of complex program rules and University policies and procedures. Oversees the daily review of student accounts, deposits and financial systems for departments, graduate and undergraduate students.

Representative Duties & Responsibilities

- Identify and resolve system errors and provide solutions and recommend improvements to system functionality, processes and policies.
- Review, analyze and provide recommendations on the planning and establishment of procedures to correct system, process, and reporting errors.
- Develop customized complex query procedures for a variety of charges such as flex plan fees, late fees, placing financial blocks and balancing charges applied to student accounts.
- Interpret and decipher documentation from approved policies by the Fees Committee and Board of Governors to develop and update new system rules and logic for fee assessment and registration systems.
- Participate on project teams to review business rules and interfaces to ensure they are compatible with financial systems.
- Generate spreadsheets using equations and carry forwards to accommodate future year maintenance and updates to fee schedules that are transferred to the calendar and website.
- Conduct analysis of proposed fees and ensure accuracy of calculations are correct.
- Partner with multiple departments in the University to plan and coordinate the rollout of sessional jobs and processes such as T2202A, T4A, OSAP remittance and student registrations.
- Update and maintain data in a variety of databases and tables.
- Collect, input and verify the accuracy of data, test and evaluate fee logic and rules to ensure accuracy in spreadsheets and databases for fee assessment and payment agreement.
- Prepare and submit project registrations defining problems and solutions for system errors that cannot be corrected internally.
- Analyze assigned accounts, write off unassigned, old rejects and stale dated accounts.
- Prepare and submit year end schedules and reports.
- Advance fees, reconcile numerous student society accounts for amounts collected through fee assessment.
- Reimburse and allocate funds to departments.
- Write and modify queries to access multiple tables of data.
- Grant final approval for all student account journal entries and cheque requisitions processed.
- Responsible for providing administrative and system support for internal departments and external clients for various financial service systems.
- Prepare a variety of outgoing mass mailings such as e-cards and letters for Not Confirmed Payment Agreements, Not Registered Students, Potential Grads and Students with amounts owing on accounts.

Representative Duties & Responsibilities

- Download data from internal and external sources and upload data to various databases and tables.
- Gather and compile information required to develop material for posting on the department website and the undergraduate and graduate calendars.
- Update important notices and messages on MUGSI.
- Identify and recommend improvements to departmental processes and policies.
- Calculate adjustments to fees for tax apportionments and to correct system errors.
- Maintain confidentiality of student files and financial information.
- Oversee dates and deadlines for numerous cycles including registration, year end, T4A and T2202A processing, flagging of accounts and communication schedules.
- Chair and participate in departmental meetings.
- Update and train staff on new systems and processes.
- Answer or redirect inquiries in person, by telephone and via email and respond independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.

Supervision

- Provide lead hand supervision and is responsible for the quality and quantity of work of others.
- Ongoing responsibility for supervising up to 9 casual employees at any one time.

Qualifications

- 2 year Community College diploma in Financial Administration or related field.
- Requires 4 years of relevant experience.

Effort

Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
 - Intermittent periods of keyboarding to word process documents, input data into databases and spreadsheets, and write and modify queries.
- Elements of moderate physical effort are not a regular feature of this job.
- Elements of high physical effort are not a regular feature of this job.

Mental Effort:

- A typical work day consists of up to 2 hours of routine mental effort for activities such as:
 - Collecting routine information to prepare routine documents, responding to inquiries, and inputting data into spreadsheets and databases.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
 - Analyzing query logic and rules to identify errors and determine cause and to generate reports.
 - Collaborating with others to define and document business requirements for workflow processes.
 - Identifying and recommending improvements to departmental processes and policies.
 - Generating spreadsheets using equations and carry forwards to accommodate future year maintenance and updates to fee schedules.
 - Analyzing proposed fees and ensuring calculations are accurate.
 - Preparing financial reports detailing account activity.
 - Writing and modifying queries to verify records, access data, and generate reports.
 - Troubleshooting and resolving system problems.
 - Reviewing, analyzing, and providing recommendations on the planning and direction of the departments systems, and services.
- Elements of high mental effort are not a regular feature of this job.

Working Conditions

Physical Environment:

- Occasionally exposed to dust when setting up computer equipment.

Psychological Environment:

- Occasionally interacts with individuals who may be rude or upset.
- Frequently handles multiple or simultaneous deadlines.

Health & Safety:

- Risk to the incumbent is no higher than for the general population.

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	JD00361	Pay Grade:	7
JD Title:	Systems Coordinator, Student Accounts and Cashiers	Total Points:	462
Job Family:	Accounting		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	4.0	83
	2. Breadth of Knowledge	2.0	13
	3. Adaptation to Change/Updating of Learning	2.0	12
	4. Interpersonal Skill	3.0	39
	5. Education and Experience	D3	60
	6. Dexterity and Coordination	2.0	12
Effort	7. Physical Effort	1.0	3
	8. Mental Effort	3.0	55
Responsibility	9. Planning and Coordination	3.0	46
	10. Responsibility for Others	3.0	55
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	3.0	66
Working Conditions	12. Physical Environment	1.0	3
	13. Psychological Environment	2.0	10
	14. Health and Safety	1.0	5