

## Support Job Position Description

### Section I: Position information

Effective date	2025-06-01	<input type="checkbox"/> Update only	<input checked="" type="checkbox"/> Classification review
Position title	Financial Operations Assistant		
Position number	NEW		
Classification level	Click or tap here to enter text.		
Position affiliation	<input checked="" type="checkbox"/> AUPE <input type="checkbox"/> Excluded		
Location	Virtual with Place Based Functions		
Department	Financial Reporting and Operational Services		
Reports to	Coordinator, Revenue Accounting		

#### Position summary

Reporting to the Coordinator, Revenue Accounting, the Financial Operations Assistant will support the Financial Operations functions which include Accounts Receivable, Accounts Payable, and Treasury. The incumbent will be responsible for the effective and efficient processing of the University's Accounts Receivable and Accounts Payable functions in accordance with Athabasca University (AU) policies and procedures. This position will work closely with university staff at various levels, students, vendors and other stakeholders to assist with the effective and efficient processing of financial transactions.

#### Duties and responsibilities

##### CASHIERING AND STUDENT FEE MAINTENANCE

- Processing student payments, miscellaneous payments and account transfers
- Assisting with student inquiries
- Ensuring cashiering sessions are reconciled and the proper documentation is securely filed
- Working closely with the Office of the Registrar, students, information centre, learning centers, and academic centers regarding cash receipt processing, payment confirmation letters, issuance of Tuition and Enrolment Certificates and other items
- Processing exemptions and adjustments in accordance with AU policy

##### ACCOUNTS RECEIVABLE INVOICING

- Processing invoices for commercial and miscellaneous revenue, including research contracts, library fees, and other non-student services provided by the University
- Processing invoices for students with sponsor or collaborative arrangements. Sponsor specific adjustments as required. Assembles and maintains related accounts receivable records
- Ensuring invoice requests comply with the University's policies, procedures and GST regulations, and invoices are appropriately coded in accordance with the chart of accounts and revenue allocation policies

- Responding to and assisting internal departments with miscellaneous invoicing and collection
- Reviewing detailed accounts receivable reports, following up with internal departments and students as required, and initiating the required collection activity, refunds and/or adjustments as necessary

#### STUDENT REFUNDS

- Processing student refunds ensuring that the proper authorization is received and supporting documentation is accurate and complete
- Ensuring data is entered accurately into the financial information system
- Ensuring tuition and other refunds follow AU policy and are processed in a timely manner

#### VENDOR ACCOUNTS PAYABLE

- Processing vendor payments, ensuring that supporting documentation is accurate and complete
- Ensuring that goods and/or services have been appropriately acknowledged as having been received according to the terms of the purchase commitment
- Ensuring data is entered accurately into the financial information system

#### EXPENSE REIMBURSEMENTS AND EMPLOYEE ADVANCES

- Processing employee expense reimbursements ensuring that appropriate supporting documentation is in place, and approval authorizations and coding are correct
- Ensuring expense reimbursements and advance requests follow Athabasca University's Expense Reimbursement Policy and follows up where appropriate
- Meeting frequently with internal stakeholders regarding expense claim processing, policy compliance, coding and approval requirements, and responding to queries from university staff regarding expense reimbursement claims and travel advances

#### OTHER RESPONSIBILITIES

- Participates and plays a key role in the development, testing and implementation of procedural and system enhancements for Financial Operations
- Journal voucher processing as required
- Administrative duties as required such as processing incoming and outgoing mail
- Performs ad hoc duties for supervisory and management staff as required
- Other duties as assigned

## Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

### *Classification factors*

Context and complexity

1. Must have working knowledge of Athabasca University policies and procedures related to Financial Operations including chart of accounts, procurement, contract administration, expense reimbursement and familiarity with Canada Revenue Agency's GST guidelines. As policies, regulations and practices frequently change, keeping current is important.
2. Attention to detail, thoroughness and accuracy are required to ensure integrity of financial information. Errors and delays can significantly impede financial reporting and bank reconciliation processes.
3. The incumbent must have well developed interpersonal skills to interact with internal and external stakeholders.
4. Resourcefulness is required to investigate and follow-up on inquiries in a complex electronic processing environment.
5. A high level of proficiency in the use of the Financial Information systems, PC applications (Microsoft Word, Excel, email, etc) and knowledge of general accounting principles are required.
6. Proficiency in and knowledge of the Banner Financial Information software system and related modules is preferred.
7. A high degree of integrity and confidentiality is required.

#### Work problems

This position promotes a good working relationship with internal and external stakeholders. Strong organizational skills and a high degree of accuracy is required to ensure credibility is not jeopardized by erroneous transactions. Errors and delays directly impact the University's financial reporting.

Requires resourcefulness in investigating and following up on inquiries and unusual transactions in a timely manner. In addition to recognizing errors and anomalies, the incumbent must be alert to and apply strong analytical skills to identify the cause of errors. Once diagnosed, the incumbent must exercise sound judgment to initiate appropriate corrective action.

#### Authority

Routine matters are dealt with in accordance with established policies, practices or guidelines. Exercise judgment in referring issues, problems and disputed matters to supervisors for resolution and direction.

## Contacts and communications

The incumbent works closely with the Coordinator, Revenue Accounting and the Accounts Receivable team as well as the Coordinator, Payment Services and the Accounts Payable team. The incumbent may be in contact with external stakeholders (vendors, students, sponsors, etc) as well as internal stakeholders (Athabasca University staff members) regarding a wide range of issues related to financial processing.

### *Signatures for section I*

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

## Section II: Qualifications

### Qualifications

#### Education:

Minimum grade twelve, preferably with two years of related post-secondary education with an accounting or business concentration. The incumbent must have introductory level accounting knowledge.

#### Experience:

Preferably, three years progressive experience in a computerized accounting environment, including one year involving accounts receivable or accounts payable.

#### Skills:

Advanced computer skills with proficiency in the Windows environment, and with spreadsheet and word processing programs and a familiarity with computerized accounting systems.

Highly developed organizational and time management skills to accomplish high volumes of work

Attention to detail, excellent investigative and analytical skills, and a demonstrated ability to think logically in search for solutions in an ever-changing work environment

Excellent communication and interpersonal skills coupled with a strong appreciation and focus on client service.

An equivalent combination of education and experience may be considered.

*Signatures for sections I and II*

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.