

**Nipissing University**  
**JOB DESCRIPTION**

<b>JOB TITLE:</b>	Accounts Receivable Clerk
<b>DEPARTMENT:</b>	Finance
<b>CLASSIFICATION:</b>	Clerk D
<b>WAGE GRADE:</b>	50
<b>EMPLOYMENT DEFINITION (STATUS):</b>	Full-time Support Staff
<b>SUPERVISOR:</b>	Manager, Financial Aid and Student Financial Services

**SUMMARY OF FUNCTIONS:**

Reporting to the Manager, Financial Aid and Student Financial Services, the Clerk is responsible for accurate billing of tuition fees, ancillary fees and residence fees for all students, sponsorship billing, processing payments and the collection of overdue balances. Other duties and responsibilities include providing customer service, analyzing and investigating accounts, processing tuition credits and refunds, preparing invoices and reconciling T2202A Tuition and Education Credit issues.

**DUTIES & RESPONSIBILITIES:**

**Student Accounts Receivable Invoicing/Account Adjustments/Year End Preparation 25%**

- Assist with billing of all undergraduate and graduate tuition and ancillary fees, residence fees and any other student charges
- Create and maintain fee rate tables and AR codes in Colleague and ensure rates correspond to fees approved by the Board of Governors (i.e. tuition rates, ancillary fees, service fees, residence rates, etc.)
- Create refund tables in accordance with the University's fee payment policies and procedures
- Work with the Registrar's Office to ensure that course setup, billing rates and refund policies are developed in a timely manner to avoid delays in student registration
- Work with Residence to ensure new room rates and other applicable fees are updated on time to avoid delays in assigning rooms to individual students
- Review course load changes to ensure that adjustments for additions or deletions of courses have been accurately reflected on the student's account
- With the assistance of Informer reports, analyze student account balances and exceptions on a regular basis to ensure that balances are accurate and correct any errors in a timely manner
- Ensure AR codes are setup appropriately taking into consideration taxation regulations, T2202A requirements and the University's chart of accounts
- Apply interest charges to overdue student accounts
- Provide timely reporting of overdue balances to the Manager after payment deadlines and discuss status of accounts where payment plans have been established
- Prepare student refunds due to overpayment of fees, course withdrawals and course cancellation in accordance with University's policies and procedures for issuing refunds, and determine the payee (student, sponsor or National Student Loan Service Centre)
- Calculate and apply adjustments and/or refunds as a result of appeal decisions and other information received from the Manager

- Process damage charges for students in residence and ensure that deposits are refunded at the end of the academic year
- Assist in the creation and verification of T2202A Tuition and Education Credit Certificates
- Assist in the preparation of year-end audit working papers for tuition revenue, deferred revenue, incidental fees, aged AR report, etc.

### **Collection of Student Accounts**

**25%**

- Communicate directly with students that have overdue balances to minimize the financial loss to the University
- Engage in a fair, courteous and respectful approach to the collection of overdue accounts
- Negotiate payment terms with students and resolve disputed or incorrect charges
- Track status of students that have agreed to make alternative payment arrangements to ensure that plans are honored
- Apply restrictions to overdue accounts where appropriate based on University's policies and procedures
- Provide input and recommendations for collection and de-registration to the Manager
- Document all information in the students AR file in Colleague and include key information such as date of correspondence, terms of payment, etc.
- Research contact information for students that have provided addresses and phone numbers that are no longer in service or those students that fail to return messages
- Communicate with students regarding outstanding fees on a regular basis based on milestone dates within the Academic cycle.
- Communicate regularly with the collection agency regarding delinquent accounts

### **Payment Processing**

**25%**

- Accept and process in-person payments received from students and departments (P-card repayments, residence laundry, library, locker tag sales etc.)
- Process all on-line and OSAP payments on a daily basis
- Process all payments received via mail on a daily basis. This includes payments for student balances, miscellaneous AR, research funding, capital grant payments, etc.
- Verify that the correct GL code(s) is used to post each payment and ensure that the appropriate tax treatment is applied
- Verify deposit payments received are coded to the proper GL account to ensure that students are able to proceed with registration. Upon registration, ensure that deposit payments are correctly applied to student AR accounts and/or adjusted to revenue
- Record all NSF cheques returned from the bank by reversing the cash payment in Colleague
- Balance the transactions entered into Colleague
- Reconcile and initial cash session and provide to Finance Coordinator for preparation of daily deposit and tracking on batch log
- Enter WebCashier transactions

### **Customer Service**

**15%**

- Address all in person inquiries regarding account discrepancies, charges for dropped courses, fee schedules, payment deadlines, payment options, charges appearing on statement of account, WebAdvisor account balances, T2202A calculations, etc.
- Monitor Finance Office telephone extension and email account, and provide timely responses to inquiries
- Review fees posted to student accounts and interpret calculations in order to verify that charges have been accurately posted to individual's accounts
- Respond to inquiries received from other departments regarding the status of department deposits

- Respond to inquiries received from external agencies regarding outstanding miscellaneous accounts receivable balances
- Reissue receipts for students and departments
- Release scholarship/emergency loans, bursary and refund cheques to students in accordance with established procedures
- Assist students in developing payment plans to ensure that balances are repaid in a timely manner
- Consult with the Manager, regarding students with extenuating financial situations

#### **Sponsored Students**

**5%**

- Ensure timely and accurate billing to Sponsors to ensure payments are received in a timely manner
- Ensure that sponsored students are correctly identified in Colleague
- Communicate with Sponsors to ensure that they are familiar with the University's payment deadlines, charges and other relevant data
- Maintain electronic Sponsor records in excel and/or Colleague
- Provide regular reports to the Manager, regarding past due Sponsor accounts
- Follow up with Sponsors with regular statement of accounts and correspond with them regarding past due amounts
- Ensure outstanding balances are collected before a new term commences

#### **Other Duties**

**5%**

- Prepare periodic reconciliations of ancillary fees, bus pass payments, student health insurance plan payments, etc. based on third party payment deadlines
- Prepare other ad hoc reports at the request of the Manager and/or Director of Finance
- Maintain the University's Student Financial Services webpages
- Review and provide input to the draft "charges and fees" sections of the University calendar
- Participate in annual audit process
- Process tuition exemption adjustments and maintain files for auditing purposes
- Prepare annual reconciliation of deposit payments and balance sub ledger to general ledger
- Collect, date stamp and distribute Finance office mail
- Maintain accurate petty cash records and disperse petty cash funds
- Assist in the preparation of T2202As
- monitor/train student workers, as required
- Collect, record and reconcile cash located in student card reader machines

#### **Any other duties as assigned by supervisor**

#### **QUALIFICATIONS:**

**EDUCATION:** Three-year Accounting diploma from a recognized college required.

*Training and/or experience may be substituted for formal academic training at the discretion of the University.*

#### **Training, Experience, Knowledge & Skills Required:**

- Three to four years of related work experience in a computerized accounting environment
- Experience with Colleague integrated information system
- Experience with computer software such as: MS Word, Excel, Windows, Informer
- Experience with the collection of past due accounts would be considered an asset

- In depth knowledge of University policies, procedures, deadlines and services
- Understanding of tax requirements regarding T2202A Tuition and Education Credit Certificates, T4As, Scholarships/Bursaries and HST status of charges and fees
- Understanding of Ministry guidelines regarding tuition and other fees assessed to students
- Ability to effectively communicate complex fee calculations to students, parents, etc.
- Excellent customer service skills
- Knowledge of general accounting principles and procedures
- Basic understanding of OSAP processes
- Ability to work with minimal supervision
- Excellent written and verbal communication skills
- Strong interpersonal skills
- Strong computer skills and ability to adapt to new and complex software
- Excellent ability to problem solve, and work both independently and as part of a team
- Attention to detail and ability to recognize errors and inconsistencies
- Ability to deal with difficult people and situations in a diplomatic and tactful manner
- Ability to adapt to changing environments and remain flexible to change
- Awareness and sensitivity to student cultural differences and special needs
- Understanding of privacy legislation and ability to maintain confidentiality

#### **RELATIONSHIPS/CONTACTS:**

**Supervised by:** Manager, Financial Aid and Student Financial Services

**Internal Contacts:** Staff, students, faculty

**External Contacts:**

Parents/Guardians, Auditors, Sponsors (e.g. Indigenous organizations), Government Agencies, Banks and Lending Institutions, Canadore College, Collection Agencies

#### **MATERIALS UTILIZED:**

- Colleague
- Webadvisor
- Student Self-Service
- Transelect Credit and Debit Card processor
- General office equipment

#### **PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS**

- Some mental and visual concentration
- Light to moderate demands
- Lifting up to 35 pounds (file boxes, bank deposit bags, etc.)
- Limited workspace in an open office
- Frequent interruptions, which require constant evaluation of work priorities to meet deadlines
- Limited ability to respond to telephone and email inquiries in a timely manner during peak period

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**I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.**

\_\_\_\_\_  
Employee Name (Please Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

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**Approvals**

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director, Human Resources

\_\_\_\_\_  
Date