

Job Description

Job Title:	Revenue Associate
Department:	Finance
Reports To:	Manager, Revenue Accounting
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	October 1, 2016

Primary Purpose

The Revenue Associate is accountable to the Manager, Revenue Accounting for applying knowledge of policies and procedures to record non-tuition revenues and process payments from the University of Waterloo's customers. The scope and nature of non-tuition revenues is varied and extensive and, as a result, requires a broad understanding of a variety of different business practices and the ability to apply professional judgment. The university records revenue directly as payments are received and also through its accounts receivable system by invoicing for sales and services. Objectives are achieved by understanding policies and procedures, reviewing documentation, addressing compliance issues, influencing best practices, contributing to continuous improvements and entering transactions.

Key Accountabilities

Review and process revenue transactions.

- Effectively apply knowledge of university policies and procedures and other published guidelines when reviewing and processing transactions.
- Process University invoicing data, including updating/maintaining the customer database.
- Process revenue data from various point of sale locations across the University campuses.
- Record cheque, EFT, wire and online ecommerce payments made directly to the University.
- Investigate appropriate posting allocations for payments that arrive without appropriate backup (initiate inquiries with University departments and/or payment providers).
- Prepare system upload documents for direct payments and select invoicing activities.
- Prepare bank deposits.

Reconcile select University accounts.

- Investigate and track postings applied to various accounts used by the University.
- Where appropriate, review and make recommendations for necessary clearing activities/entries.

Respond to customer/department inquiries

- Investigate and respond to customer inquiries regarding invoicing and collection activities.
- Work with representatives campus-wide to ensure that university policies and procedures are understood and followed.

Other

- Participate and support other department projects as required.
- Provide administrative support as required.
- Provide backup to other revenue functions as required.

Required Qualifications

Education <ul style="list-style-type: none">• Post-secondary courses in accounting.
Experience <ul style="list-style-type: none">• Previous experience in an enterprise wide computerized accounting environment• Experience in a not-for-profit environment preferred
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Demonstrated ability to prioritize and manage high-volume assignments accurately and efficiently• Keen attention to detail• Excellent interpersonal and communication skills• Ability to work independently as well as in team settings• Intermediate skills in Microsoft Office suite• Oracle E-Business Suite• Unit 4 Business World

Nature and Scope

- **Contacts:** The Revenue Associate must promote efficient and effective revenue processes and not yield to pressures. Excellent written and verbal communication skills are essential as this position communicates internally with Finance team members and with administrative staff and Financial Officers across the campus community, as well as with external University customers. The Revenue Associate must communicate accounting information to clients, often with little or no accounting experience, in order to achieve accurate, financial accounting and reporting and resolve issues. Externally, this position communicates with customers in order to resolve account issues.
- **Level of Responsibility:** The Revenue Associate must apply knowledge of University policies/procedures and business/accounting processes to facilitate customer sales and collection transactions and revenue reports. They must address issues such as compliance and resolve discrepancies with internal and external client groups. In order to maintain appropriate separation of duties, invoice entry and payment recording responsibilities are split between different Associates.
- **Decision-Making Authority:** The Revenue Associate is expected to work independently to respond to customer and department requests. In complex or unusual situations, issues may need to be elevated to a Revenue Analyst or the Manager, Revenue Accounting.
- **Physical and Sensory Demands:** Minimal physical demands typical of a position operating within an office environment. Attention to detail is required. Individual must be able to manage concurrent assignments and prioritize workload in order to meet deadlines.
- **Working Environment:** Exposure to conditions typical of working in an office environment. The University operates in a decentralized environment in terms of decision making and a centralized environment in terms of establishing standards, policies, procedures and financial systems. Consequently, the accounting and technical skills across university units of those dealing with financial matters vary significantly. Due to the nature and complexities of the university business activities, disagreements and contentious issues and situation may arise from time to time due to differing interpretations of policies and procedures. There may be periods of irregular/high volumes, e.g. year-end.