

Job Description

Job Title:	Payments Associate
Department:	Finance
Reports To:	Manager, Payments and Expense Accounting
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	April 2023

Primary Purpose

The Payments Associate is accountable for the timely and accurate processing and recording payments of non-salary expenses to suppliers, employees and students. The individual is responsible for safeguarding the university's assets, by adhering to established policies and procedures. Objectives are achieved by reviewing documentation, ensuring compliance, contributing to continuous improvement and influencing best practices.

Key Accountabilities

Process and apply payments in accordance with University policy:

- Review payment transactions for accuracy, appropriate documentation and authorization, in keeping with UW policies and procedures
- Issue payments to suppliers, employees, students and other individuals in various currencies using multiple payment methods
- Apply payment transactions to the General Ledger and reconcile any discrepancies
- Prepare foreign payment transactions, including IACH and wire payments
- Administer returned payments, void and re-issue, as required
- Identify and/or prepare journal entries related to disbursements, stale dating of payments, AP sub-ledger maintenance, etc.
- Resolve unusual or complex issues through interactions with the university's bank, foreign payment service provider, management within Finance and other Accounts Payable team members

Maintain appropriate system configuration and accurate supplier account records:

- Update supplier payment addresses and banking information, ensuring that University control procedures are followed, and assist in resolving related issues
- Test the payments processes within the ERP system during scheduled upgrades/updates, ensuring the system is optimally configured for payment processing, and assist with issue resolution
- Keep abreast of new advances in the procure to pay process and participate in implementing process improvements, including, but not limited to, security enhancements and fraud prevention measures initiated by financial institutions
- Participate in the month-end/year-end close process

Provide advice, training and direction:

- Work with representatives campus-wide to ensure that university policies and procedures related to payment processing are understood and followed
- Investigate and respond to inquiries and communicate financial information to a diverse set of client groups
- Communicate with stakeholders to answer questions related to the status of the University's account, outstanding invoices, or obtain information in order to issue payment

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Other Duties:

- Participate in, and support other department projects, as required
- Distribute incoming invoices to Expense Associates for processing on a daily basis
- Provide administrative support, as required

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Post-secondary courses in accounting or equivalent education and experience

Experience

- Previous experience in an enterprise-wide computerized accounting environment
- Previous experience in an Accounts Payable role within a Finance/Accounting department
- Experience in applying Accounts Payable processes, procedures and controls in a workplace setting

Knowledge/Skills/Abilities

- Demonstrated ability to prioritize and manage concurrent deadlines accurately and efficiently
- Excellent attention to detail
- Strong analytical and problem solving
- Excellent interpersonal, written, and verbal communication skills
- Tact, judgment, diplomacy and ability to handle confidential information are essential
- Demonstrated ability to work independently
- Advanced MS Office skills including Excel and Word
- Excellent organizational and planning skills
- Comfort and clarity in explaining accounting information, as well as organizational procedures and policies to stakeholders with a limited background on financial matters

Nature and Scope

- **Contacts:** Internally, this position communicates with Finance team members as well as administrative staff, and Financial Officers across the campus community. The Payments Associate must communicate accounting information to stakeholders in order to achieve accurate financial accounting and reporting and resolve issues. Externally, this position communicates with suppliers, the University's bank and third-party payment service providers in order to resolve account issues and issue payments in a timely manner.
- **Level of Responsibility:** The Payments Associate must apply knowledge of policies, procedures, business and accounting practices to issue payments. They must address issues such as compliance and resolve discrepancies with internal and external client groups.
- **Decision-Making Authority:** The Payments Associate is expected to work independently to respond to client requests. In complex or unusual situations, issues may need to be elevated to an Expense Analyst or the Manager, Payments and Expense Accounting.
- **Physical and Sensory Demands:** Minimal physical demands, typical of a position operating within an office environment. Concentrated attention to detail is required in an open office environment with competing priorities. The Payments Associate must be able to manage concurrent assignments and prioritize workload in order to meet deadlines.
- **Working Environment:** Office based.