

## Job Description

<b>Job Title:</b>	Manager, Student Financial Services
<b>Department:</b>	Finance
<b>Reports To:</b>	Controller
<b>Jobs Reporting:</b>	Student Financial Services Associate (5), Student Financial Services Analyst
<b>Salary Grade:</b>	USG 13
<b>Effective Date:</b>	April 2021

### **Primary Purpose**

The Manager, Student Financial Services is responsible for the direction and oversight of activities related to the effective management, assessment, registration, recording and control of student tuition, housing revenue and related student fees in accordance with generally accepted accounting principles, established guidelines, University policy and sound business practices. The role is responsible for operations ensuring that the Student Financial Services team provides efficient, accurate and timely support to students. The Manager works collaboratively with other campus departments providing information and support to aid in establishing appropriate business processes and make decisions. The Manager is committed to customer service excellence. The incumbent also provides research, analysis and reporting to senior management in support of student financials activity.

### **Key Accountabilities**

#### **Oversee Student Financial Services operations**

- Manage processes to ensure that all undergraduate and graduate students are assessed fees accurately and are registered in a timely manner
- Manage processes to ensure the efficient, accurate and timely recording and reporting of all University student tuition and other fee revenue
- Make decisions related to student financial accounting matters
- Demonstrate a thorough understanding of the student account assessment infrastructure
- Investigate and resolve issues to ensure that the financial information in the student information system reconciles to the University's financial system
- Resolve complex business process and operational issues
- Demonstrate professional judgment in situations where clear direction is not available
- Interpret policies and procedures to respond to complex and unique student financial matters
- Create a friendly, efficient and student-oriented customer service environment, considering the varying needs of domestic/international and undergraduate/graduate students
- Implement and maintain appropriate and effective internal controls related to student financial transactions
- Apply generally accepted accounting principles to the recording and reporting of student payments and related student accounts receivable
- Lead the development of training, information sessions and communications for staff and students across the institution through various media
- Work with the Manager, Financial Controls and Communications in conducting risk assessments and developing the Finance compliance and controls review program

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**Provide strategic direction and planning for processing student tuition and fees revenue**

- Develop policies and procedures related to student financials activity
- Produce year end and ad hoc reports related to tuition revenue
- Keep current in advances in the industry and investigate technological solutions to recommend and implement process improvements to ensure efficient operations
- Provide advice on processes to implement fees for new academic program initiatives
- Adhere to University policies and procedures and exercise professional judgment
- Establish long and short-term priorities for tuition revenue activity in the Financial Operations group in consultation with the Controller
- Develop and maintain positive working relationships and a network of contacts among partners across campus in Faculties and academic support units
- Contribute Student Financial Services perspective to initiatives in Finance and with other departments
- Primary functional responsibility for the implementation, testing and effectiveness of the financial systems used to record student financial activity to ensure accuracy of the University's financial statements

**Leads, manages, and coaches staff**

- Oversee activity and assignments of the Student Financial Services team members
- Manage the hiring and performance of team members
- Provide leadership and strategic direction to the Student Financial Services team
- Perform ongoing review and annual performance appraisal of staff, identifying areas for improvement and further development
- Promote opportunities for training and professional development, including cross-training, through goal-setting and support
- Ensure appropriate cross-training is in place for all critical functions
- Ensure appropriate staffing levels to balance workloads and meet the expectations required for smooth and efficient daily operations
- Contribute to a work environment that fosters, recognizes, and rewards supportive mentorship, professional quality, respectful communication, continuous improvement, and positive energy

**Other**

- Develop productive, collaborative working relationships with internal and external stakeholders
- Contribute subject-matter expertise to system upgrade and testing project teams as required
- Act as a member of the management team responsible for developing and implementing the strategic direction of the Finance team
- Identify, develop, and implement projects to improve service quality, relationships, stakeholder satisfaction, timeliness, staff capability and performance
- Monitor business practices to ensure that Finance has the appropriate practices and processes to work effectively internally and appropriately represent the University externally
- Lead and participate in other department projects as required

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## Required Qualifications

### **Education**

- University undergraduate degree preferably in Accounting, Business or Finance
- Chartered Professional Accountant (CPA) designation from CPA Canada

### **Experience**

- Minimum 5 years of progressive experience in an accounting/finance-related environment
- Minimum 3 years of experience managing and coaching staff
- Extensive experience using a significant financial system//ERP system is preferred
- Experience in a not-for-profit environment and/or public sector is preferred

### **Knowledge/Skills/Abilities**

- Demonstrated ability to communicate and collaborate effectively with individuals at all levels in the organization
- Demonstrated ability to work in cross functional teams and strong skills in building and maintaining constructive relationships
- Conceptual thinker with strategic planning skills and initiative
- Excellent interpersonal and communication skills including verbal, listening, written and presentation skills
- Superior ability to communicate technical and financial information and concepts to a broad range of stakeholders
- Demonstrated leadership and mentoring skills
- Strong analytical, technical, and problem-solving skills
- Solid analytical ability, judgment and creative thinking skills to solve complex issues including brokering and facilitating effective solutions
- Exceptional attention to detail and time management skills
- Understanding of generally accepted accounting principles and their application to not-for-profit organizations
- High degree of discretion, judgement, sensitivity, tact, and diplomacy
- Works independently with a strong work ethic
- Demonstrated ability to manage multiple concurrent projects which have firm deadlines and competition for resources
- Strong computer skills including advanced Microsoft tools (i.e. Excel, Teams, and SharePoint)

## Nature and Scope

- **Contacts:** Superb communication and strong interpersonal skills are required to address and resolve issues of procedure, policy and best practice. The Manager, Student Financial Services must promote efficient and effective processing and not yield to pressures. Internal: Good working relationships are required with colleagues in the Registrar's Office, Graduate Studies and Postdoctoral Affairs, Institutional Analysis and Planning, Information Systems and Technology and other areas. These relationships are critical to the successful integration and maintenance of this large cross-functional system and business processes. The incumbent must communicate to senior management, faculty and staff of varying backgrounds to ensure that fees are well understood and charged accurately in the system. External: The Manager communicates with students, parents, government sponsors, service providers and the University's external auditors.

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- **Level of Responsibility:** This position is a member of the management group within Finance and represents and speaks on behalf of Finance on various tuition-related matters. The Manager, Student Financial Services provides leadership, development and direction to the staff reporting to them. This position provides professional support, training and leadership to the institution on matters related to accurate and timely tuition revenue recording and reporting while meeting the service needs of the internal and external client groups. This position provides leadership and support to the organization through the timely and accurate recording and reporting of University tuition revenue.
- **Decision-Making Authority:** This position is a member of the management group within Finance and represents and speaks on behalf of Finance on various financial related matters. The incumbent is responsible for decisions within the Student Financial Services group within Finance, including hiring decisions and performance evaluations, and must exercise judgment in determining when issues need to be elevated to the Controller. This position is expected to be self-directed and work independently. In collaboration with other members of the Finance management team and the University community, this position has the authority to suggest and implement changes to financial and business activities, within his/her areas of responsibility, based on best practices and to ensure compliance with University policies, procedures or legislation. The incumbent must have sound problem-solving and analytical skills to make appropriate judgments, decisions, and recommendations on complex and often sensitive issues.
- **Physical and Sensory Demands:** Deadline driven environment addressing a wide range of complex issues. The incumbent must be able to manage concurrent assignments and prioritize workload to meet deadlines.
- **Working Environment:** Office based. May be exposed to disagreeable conditions typical of a leadership position exposed to stress and pressure associated with senior level responsibilities.