

Job Description

Job Title:	Manager, Student Financial Services
Department:	Finance
Reports To:	Controller
Jobs Reporting:	Student Financial Services Associate, Student Financial Services Analyst
Salary Grade:	USG 12
Effective Date:	November 1, 2017

Primary Purpose

The Manager, Student Financial Services is accountable to the Controller for the coordination and direction of activities related to the 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 the day-to-day operations ensuring that the Student Financial Services team provides efficient, accurate and timely support to students. The Manager works collaboratively with other campus departments to ensure the delivery of exceptional student service.

Key Accountabilities

Oversee Student Financial Services Operations

- Manage day-to-day processes to ensure that all students are assessed fees accurately and are registered in a timely manner
- Demonstrate a thorough understanding of the student account assessment infrastructure
- Reconcile the student financials system to the university's general ledger
- 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 needs of domestic/international and undergraduate/graduate students
- Implement and maintain adequate 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
- Ensure effective communication of fee-related information to students through various media
- Assist the Associate Director, Audit and Communication in conducting risk assessments and developing the Finance compliance and controls review program

Provide strategic direction and planning for financial matters related to processing student tuition and fees revenue for the university

- 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
- Work with the Controller to establish long and short-term priorities for tuition revenue activity in the financial operations group

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<ul style="list-style-type: none">• Contribute Student Financial Services perspective to initiatives in Finance and other departments
<p>Provides leadership and direction to staff</p> <ul style="list-style-type: none">• Oversee day-to-day activity and assignments of student financial services staff• Manage the hiring, development and performance of staff• Provide leadership and direction to the Student Financial Services team• Promote opportunities for training and professional development, including cross-training, through goal-setting and support• Hold employees accountable for performance through informal methods, such as regular feedback and coaching, as well as the formal performance appraisal process• Ensure appropriate staffing levels, including back-up and cross-training support to balance workloads and meet the expectations required for smooth and efficient daily operations of the student financial services team
<p>Other</p> <ul style="list-style-type: none">• 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 financial operations group within Finance• Promote a culture of continuous improvement in terms of efficiencies and leveraging financial system capabilities and new technologies• Participate in other department projects as required

Required Qualifications

<p>Education</p> <ul style="list-style-type: none">• University undergraduate degree• Chartered Professional Accountant (CPA) designation
<p>Experience</p> <ul style="list-style-type: none">• Minimum 3 years of experience in accounting/finance-related environment• Experience in an enterprise-wide computerized accounting environment is preferred• Minimum 3 years of experience managing or coaching staff• Experience in a not-for-profit environment is preferred
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none">• Strong analytical, technical and problem-solving skills• Conceptual thinker with strategic planning skills and initiative• Excellent interpersonal and communication skills• Demonstrated leadership and mentoring skills• Works independently with a strong work ethic• Exceptional attention to detail• Understanding of generally accepted accounting principles and their application to not-for profits• High degree of judgment, tact and diplomacy organizations

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. Strong working relationships with the Registrar's Office, Graduate Studies and Postdoctoral Affairs and Information Systems and Technology staff is critical to the successful integration and maintenance of this large cross-functional system. The incumbent communicates internally with academic departments across the campus

community to ensure that fees are well understood and set up correctly in the system. Externally, the Manager communicates with parents, sponsors, service providers and auditors.

- **Level of Responsibility:** The Manager, Student Financial Services is responsible for accurate and timely tuition revenue recording and reporting for the institution 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. This position is a member of the management group within Finance and represents and speaks on behalf of Finance on various tuition-related matters.
- **Decision-Making Authority:** 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. The individual must be self-directed and able to 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 responsibilities, based on best practices and to ensure compliance with university policies, procedures or legislation.
- **Physical and Sensory Demands:** Minimal physical demands typical of a position operating within a fast-paced, high volume office environment. Individual must be able to manage concurrent assignments and prioritize workload in order to meet deadlines.
- **Working Environment:** Minimal exposure to disagreeable working conditions typical of a leadership position exposed to stress and pressure associated with senior level responsibilities. Individual must be able to manage concurrent assignments and prioritize workload in order to meet deadlines. There may be periods of irregular/high volumes, e.g. registration and year-end. 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.