

Job Description

Job Title:	Receptionist/Accounting Assistant
Department:	Waterloo Undergraduate Student Association (WUSA)
Reports To:	Financial Systems Specialist and Accountant
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	October 2019

Primary Purpose

This position acts as the organization's receptionist and is the first point of contact for all visitors to Waterloo Undergraduate Student Associations' office. and provides outstanding customer service and acts as a strong advocate and communicator for WUSA. This position provides clerical and administrative support to all the departments of Waterloo Undergraduate Student Association and supports departmental and organizational goals, objectives and day to day operations through key communication and outstanding customer service and support.

Key Accountabilities

Reception

- Enthusiastically greet all individuals who visit, phone or e-mail the office and ensures they receive the highest level of customer service possible
- Maintains up to date knowledge of the organization and the staff to ensure that if not able to resolve an issue directly that they are referred to the appropriate persons for resolution
- Accurately process transactions by ringing in cash sales, accept AR payments and reconcile cash receipts/till through computerized Point of Sale

Accounts payable

- Ensure accurate and timely payment of expenses to suppliers, employees and students.
- Ensure expenses are recorded in the proper periods
- Review vendor invoices and reimbursement requests for appropriate documentation, authorization, and expense categorization in keeping with WUSA policies and procedures.
- Match supplier invoices to purchase orders ensuring proper authorization.
- As part of processing the organization's invoices and reimbursement requests, ensure that appropriate and accurate taxes are expensed
- Ensure fiscal year cut-offs are met
- Oversee the purchase order process for WUSA ensuring purchase orders are filled out, accounted for and accurately recorded.

Provide advice, training and direction

- Work with WUSA staff and students to ensure that WUSA policies and procedures are understood and followed.
- Respond to inquiries, investigate and communicate financial information to a diverse set of client groups, who often have little/no accounting knowledge or experience.
- Respond to inquiries from students to answer questions related to the status of their reimbursement and obtain information in order to issue payment.
- Respond to inquiries from students surrounding the WUSA administered programs

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Administrative

- Help to administer the WUSA administered plans. This entails being well versed in the very complicated policies surrounding opting in and out of the programs as well as other policies and procedures. Plan examples are: health, dental, upass and legal plans.
- Oversees the poster run program.
- Oversee office supplies levels and maintain inventory levels
- Distribute mail
- Making travel arrangements for staff
- Typing and distributing correspondence
- Respond to Club Executives regarding club financial account information, deposits, event forms and bookings

Required Qualifications

Education

- High School Diploma
- Basic to intermediate accounting knowledge (post-secondary school accounting courses)

Experience

- Previous experience in a busy office environment with high volume of clients and many distractions
- Previous experience processing high volumes of financial information with high degree of accuracy
- Previous experience processing sales transaction in an integrated POS environment
- Previous experience helping to administer student programs
- Good knowledge and proficient user of Microsoft programs (excel, outlook, word)
- Previous experience in an enterprise wide computerized accounting environment would be an asset
- Experience in a not-for-profit environment preferred

Knowledge/Skills/Abilities

- Outstanding customer service skills
- Ability to maintain composure and professionalism in difficult situations
- Willingness to adapt and be flexible in a regularly changing work environment with shifting priorities
- Excellent interpersonal and communication skills
- Demonstrated ability to prioritize and manage high-volume assignments accurately and efficiently
- Keen attention to detail
- Ability to work independently as well as in team settings
- Ability to maintain confidentiality

Nature and Scope

- **Contacts:** Typical contacts include but are not limited to:
 - other UW full time staff for clarification and to provide support
 - external partners such as WUSA program partners, sponsors, vendors, customers, other UW departments such as plant operations, police services, etc.
 - regularly provides support, information and high customer service levels to all students and other visitors to provide information.
- **Level of Responsibility:**
 - maintain a welcoming and friendly office atmosphere
 - accuracy of information to students and effectively communicating this information
 - providing helpful and accurate information on the Health, Dental, Upass and Legal Service
 - overall responsibility to remain knowledgeable about current student issues, specifically as supported by WUSA

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- The position provides support to co-workers.
- **Decision-Making Authority:**
 - Ability to opt students into and out of the WUSA administered programs
 - input into decisions regarding job responsibilities and service levels
 - Decisions regarding appropriately referring student requests to other departments on campus.
- **Physical and Sensory Demands:**
 - The position is vital to be available and visible to guests as they arrive
 - There is repetitive movement when inputting the information into the accounting software.
 - There are many distractions but they are cyclical depending on the term and when in the term. High distractions in September/January, low in December and August and April.
 - A high level of attention to detail is required when entering data
 - Individual must be able to manage concurrent assignments and prioritize workload in order to meet deadlines
 - Limited lifting required
- **Working Environment:**
 - This is an open office based position within a dynamic student environment with student management changing annually with changing goals and strategies implemented each year.