HR

FORM 5.5.05A

POSITION DESCRIPTION

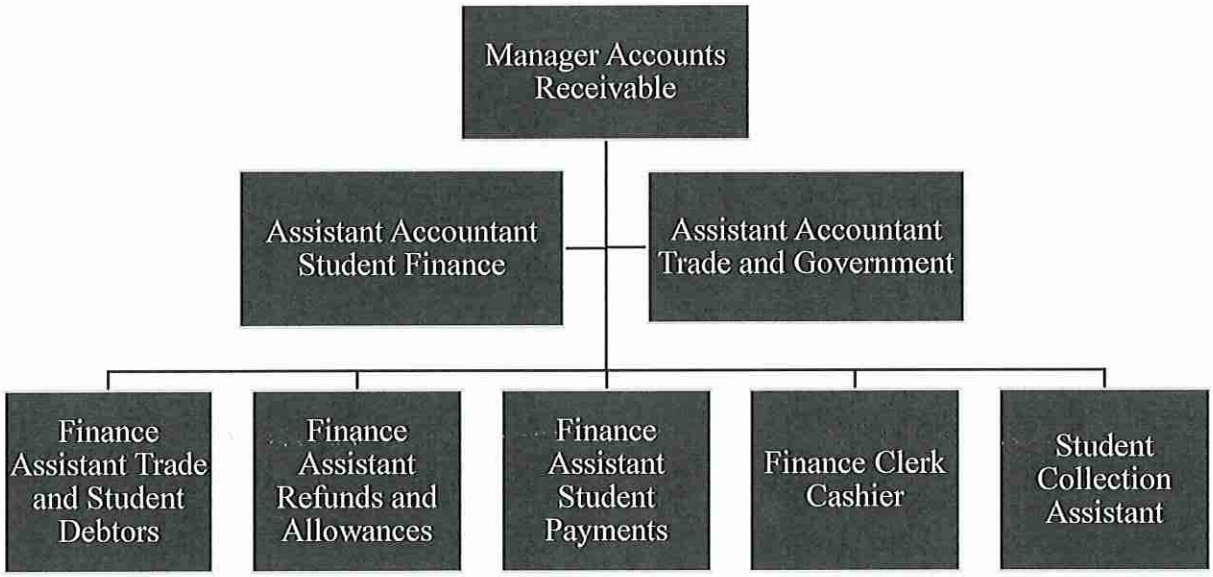
THE UNIVERSITY OF THE SOUTH PACIFIC

IDENTIFICATION

Position Title: Assistant Accountant -	**Position Number:** LF8005
Section : Accounts Receivable	**Department:** Finance
Location: Laucala Campus	**Category:** I&J - Fortnightly – Fiji Grade 6
Current Incumbent: Vacant	**Date of substantive appointment:** As soon as
Reports To: Manager AR and Student Services	**Supervised by:** Manager AR and Student Services

ORGANIZATION CONTEXT

Organization chart to identify the job's reporting relationships



PURPOSE

The Assistant Accountant is responsible for assisting the Accounts Receivable Manager with all financial aspects of students' studies at USP. Working in a timeline driven environment, the appointee will liaise with students, sponsors, other regional campuses and various University Departments to exchange financial and administrative data and support, in order to accurately reflect the University-mandated fees and charges on student statements and other University platforms.

The appointee will also ensure that all student-related charges and payments are effected in the required subsidiary and general accounts within given deadlines, and that sponsor organisations settle their dues per the contract requirements.

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NATURE AND SCOPE

The Assistant Accountant is responsible for the efficient coordination of processes generating student fees and charges. The appointee will process and analyse an average of 15,000 student accounts at the Laucala Campus and provide support to the Regional Campus finance teams with student-finance related matters. The position also supports the administration of student sponsorships, student fee assessments, debt management activities and the implementation of Student Fees and Charges policies and procedures across the University.

The appointee is expected to keep themself updated with all relevant Finance policies and procedures and apply the regulations consistently in all work responsibilities. As a senior member of the section, it is expected that the incumbent will actively participate and/or initiate section-improvement initiatives.

He/she is also expected to be competent in computer-based analytical skills and have a high degree of accuracy with data processing tasks when using the University's Banner ERP system and other required software.

It is a requirement that student information be kept confidential at all times.

The appointee will be given ad-hoc reporting requests and will be required to relieve other finance-roles within the Section as the need arises.

The role is the key liaison with the University's external sponsors and the appointee needs to maintain professional dealings with each sponsor whilst ensuring that billings and debt collection are facilitated in a timely manner.

Efficient customer service is at the core of the Accounts Receivable Section, therefore proper and respectful communication is expected from the incumbent in all dealings with internal and external parties.

POSITION DIMENSIONS

Give details of staff and total level of costs within the organization under the position's overall control.

Staff Responsible for:

Directly:	None
Indirectly:	None

Limits of Authority:

Financial:	As per Financial Delegations
Non-Financial:	Access to Banner Modules and all other relevant IT platforms essential to effectively carry out the functions in the Finance Section

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Key Relationships /Internal and External Contacts:
Lists the key inter-relationships that is necessary for effective performance in the job. Also describe the nature of contact most typically expected with those key working relationships

External	**Purpose of contact**
• University-contracted Government and Private Sponsors • Students • Banks and other payment organisations • Statutory Organisations	• Sponsor lists, billing of student charges, debt collection • Student charges, queries and payment follow up • Payment remittances and response to queries • Regulatory filing obligations and related queries
Internal	**Purpose of contact**
• Executive Director Finance (EDF), DDF, USP Finance Staff • Heads of Sections/Departments • Senior Management Team • Campus Directors • HR Department • USP Staff and Students • ITS	Various operational matters such as: • Reporting and updates • Policy matters relating to Accounts Receivables • Documentation requirements • Payment advice • Reconciliations • Various analytical and information requirements • Student/sponsor billing and debt management

KEY RESULT AREAS / KEY ACHIEVEMENT AREAS

Aim: KRAs to have a logical heading. KRAs: 4 – 6.in total Key tasks : 4-5 tasks per KRA. Performance Measures: Identify the performance standards for someone doing the job at the 100% level. Use both quantitative and qualitative measures, Measures the KRA as a whole, not every task. Maximum 3 measures for each KRA Include KRA for Corporate Responsibilities which is generic to all positions

PRINCIPAL/CORE RESPONSIBILTIES

Key Result Areas	Key Strategies	Key Performance Indicators
External Sponsor Management	Management of the Laucala Campus' sponsor billing and debt collection process. Assist Regional Campuses with the update of sponsored student accounts.	– Ensure that sponsor organisations submit termination and sponsor lists by Week 2 of the new term. – Student accounts are updated within 24 working hours of receiving sponsor lists. – Sponsors are billed accurately by Week 4 of the term. No student account should be left unbilled. – Regular follow-up is carried out on outstanding sponsor debt, and related queries are managed efficiently.
Fee Setup Overview	Assist the Manager Accounts Receivable to revise fees ((as approved) and update Banner.	– Fee revision submissions are received from Faculties/Departments by deadline – Correct and approved calendar fees are updated in Banner by Finance Systems Team – Students and sponsors are charged correct fees and they are satisfied. – No complaints from sponsors and students for incorrect fees charged
Data management	Ensure that student and sponsor data is clean.	– Regular data checks are carried out and accounts cleaned in order to present accurate data and account balances.
Debt follow up and recovery	Carry out documented follow up for the settlement of outstanding debts. Submit a monthly report on sponsor and student account activity and debt balances to the Accounts Receivable Manager. This should be supported by detailed	– Debt levels should less than 5% of total revenue – Holds and deregistration processes should be activated by given deadlines. – Hold releases must be actioned within 48 working hours of confirmed account clearance. – Reports must be submitted within given deadlines.

Key Result Areas	Key Strategies	Key Performance Indicators
	reconciliations highlighting issues hindering the timely collection of debt. Implement LC, LD, DR Holds and student account deregistration for approved campuses according to agreed timelines.	
Month end and otherwise scheduled processes and reporting	Process cashier close and payment application jobs in Banner. Carry out monthly reconciliation of student and sponsor GL accounts within given deadlines. Monthly reporting on the debt status of students and sponsors	– Student and Sponsor ageing reports should be generated at every month end and excel formatted copies saved on the server by the 5th day of every new month. – Discrepancies between the GL and subsidiary reports should be reconciled by the 15th of the following month. – Progressive evidence should be maintained of disputed accounts. – The monthly debt status report should include updated information on student and sponsor charges and debt follow-up
Strategic Relationships	**Customer Service** Attendance to internal and external customer queries with a high degree of professionalism and due care. **Teamwork** Contribution to a healthy work environment through teamwork and professional care.	– Prompt acknowledgment of customer complaints and queries received on the day of receipt for resolution of matter. – Ensuring that customer complaints and queries are attended to with resolution promptly and as per SLA. – Ensuring appropriate accounts receivable procedures and practices are in place to minimize customer complaints. – Ensuring that corrective actions plans are in place for recurrent customer complaints and queries.

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Key Result Areas	Key Strategies	Key Performance Indicators
	Collaboration with Other Departments Carry out collaborative training & awareness sessions with SAS Participate in Scholarship Round Table Discussions	– Actively participate in the departmental strategic planning processes and recommend actions to address accounts receivable requirements and considerations as appropriate. – Ensuring that the deliverables under the given KPIs for the Section are achieved.
Audit	Attendance to internal and external audit queries as and when required.	– Ensuring that any management action points arising from internal and external audits are effectively management and implemented within agreed timeframe. – Minimum audit issues.
Others	Any other duties, functions and responsibilities as assigned by the Manager Accounts Receivable, Executive Director Finance or the Deputy Director Finance from time to time.	

Points to Note: This position description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

TERMS & CONDITIONS

Salary: GRADE 6: $47,921.75 to $56,678.10

Length of Contract: 3 years (renewable)

Other Benefits: *As listed in the Staff Ordinance 2009 and University Policies*

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POSITION SPECIFICATION

Educational Qualification

Essential	*Desirable*
Undergraduate Degree in Accounting/Financial Management	• Postgraduate qualification in Accounting/Financial Management or related field. • Current member of a related professional body.

Knowledge / Experience

Essential	*Desirable*
• At least 4 years work experience in a similar position. • Excellent interpersonal, organizational and communication skills; work in a flexible team environment • Good level of IT literacy, familiarity with database, MS Word and MS Excel, and other accounting software (computerized General Ledger environment). • Proven ability to work with others in multi-cultural and multi-disciplinary teams, collaboratively and ethically, across multiple organizational units. • Proven experience in building and sustaining productive nternal and external stakeholder relationships. • Must possess established conceptual, analytical and strategic thinking skills including the ability to identify emerging issues, expertise to resolve complex issues and manage innovative solutions to complex problems. • Able to maintain confidentiality and use sound judgment and discretion. • Concern for thoroughness, accuracy and integrity.	• Proven experience and knowledge of the region; experience in working in a tertiary education institution system; and able to work independently in a multi-cultural environment. • Excellent ability to work well under pressure

Skills

It is essential that the appointee has:

Essential	*Desirable*
• Highly developed interpersonal communication skills with proven experience in building and sustaining productive internal and external stakeholder relationships. • Established conceptual, analytical and strategic thinking skills including the ability to identify emerging issues, expertise to resolve complex issues and manage innovative solutions to complex problems. • Proven ability to work with others in multi-cultural and multi-disciplinary teams, collaboratively and ethically, across multiple organizational units.	• Experience working or travelling in the Pacific Islands would be an advantage.

• Excellent word processing and IT skills, including knowledge of a range of software packages. • Ability to work under pressure and meet tight deadlines, managing multiple activities while working under minimum supervision. • Good organizational and time management skills. • Excellent orientation for teamwork.	

Personal Qualities

It is essential that the appointee has/is:

Essential	*Desirable*
• Able to maintain confidentiality and use sound judgment and discretion. • Self-motivated and able to work well in a team and with peers. • Creative, innovative and change-oriented. • Able to work well in a multi-cultural environment. • Able to give and receive constructive feedback. • A friendly and flexible professional with a sense of humor. • A person of integrity (ethics). • Strong attention to detail. • Flexibility and adaptability - capable of working after hours and weekend to complete assigned tasks. • Results focused. • Consultative and customer focused attitude.	

APPROVAL

Supervisor name: *Hetna Patel, Manager AR & Student Services*

Supervisor's Signature: Date: 10/11/21

Staff Name: Staff ID:

Staff Signature: Date: