<table>
<thead>
<tr>
<th>JOB:</th>
<th>TITLE:</th>
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<tbody>
<tr>
<td>Clerk/PB5</td>
<td>Receptionist/Support Clerk</td>
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<tr>
<th>DEPARTMENT:</th>
<th>POSITION NO:</th>
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<tr>
<td>Accounting Services</td>
<td>994355</td>
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<tr>
<th>SUPERVISOR:</th>
<th>LAST UPDATED:</th>
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<tr>
<td>Assistant Manager, Treasury Services</td>
<td>2008</td>
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**SUMMARY:**
The Receptionist/Support Clerk for Accounting Services provides reception services; mail services and basic accounting support to the Finance units of Treasury Services, Payroll, Research Accounting and Financial Reporting; and their clients.

**MAJOR RESPONSIBILITIES AND DUTIES:** (In order of importance)

1. **Responsibility:** Respond to General Inquiries

   **Duties:**
   - Respond or appropriately assign department enquiries received by monitoring departmental general email, voicemail, phone and in-person requests.
   - Provide general process and policy and other information to internal and external clients of Accounting Services;

2. **Responsibility:** Process Deposit Submissions

   **Duties:**
   - Internal Accounting Service units and various other smaller departments bring deposits of cash, cheques and credit cards for deposit and recording by reception:
   - Accept and receipt deposit submissions;
   - Prepare bank deposits;
   - Transact credit card payments and process department chargeback fees;
   - Prepare electronic daily cash report to record revenue and taxes and journal entries as required;
   - Confirm the deposits and review supporting documentation for accurate revenue recognition, taxes and coding;
   - Process credit card transactions as required and record those made through the online e-commerce payments portal;
   - Prepare bank deposit and daily cash report JV to record revenues, chargebacks, taxes and bank deposit.

3. **Responsibility:** Process Accounts Payable Documents

   **Duties:**
• Conduct preview of Accounts Payable documents for various data components and return deficient forms to senders as needed;
• enter data from a variety of documents into the Banner and FAST Finance systems;
• Pre-check a high volume of incoming invoices, claims and requisitions before distributing to Accounts Payable for processing.
• Return to senders or obtain specified data and authorizations that are required.
• Help to prepare forms for AP processing by completing data look-ups, or by entering data into Banner and FAST as necessary such as direct deposit applications, payee profiles, etc.

4. **Responsibility:** Mail and Courier Services

**Duties:**
• Sort and distribute all Accounting Services incoming mail and assist with departmental mail-outs;
• Arrange courier services
• Open, stamp and organize a large quantity of mail coming into Accounting Services on a twice daily delivery.
• Distribute mail to units/persons as needed.
• Separate Accounts Payable documents based on processing streams.
• Prepare outgoing cheques payments according to directions provided, investigate returned mail.
• Coordinate or assist in other departmental mail-outs.
• Arrange and log all pick-ups by couriers, persons coming to reception.

5. **Responsibility:** Maintain Treasury Services filing systems and handle preparation and archiving of records

**Duties:**
• Ensure accurate and timely filing of source documents and reports for Accounts Payable, Accounts Receivable and Banking units (Treasury Services).
• Prepare and arrange for periodic archiving of records to maintain a balance of necessary current documents with available on-site storage.
• Coordinate and manage archived file system in off-site storage facility.

6. **Responsibility:** General Clerical Support

**Duties:**
• Take direction and provide support in a variety of other Accounting Services processes as required.
• Provide assistance where and when available with a variety of initiatives conducted within Accounting Services.

**REQUIRED QUALIFICATIONS:**
Ability to learn, understand and effectively communicate and/or provide direction to related policies, processes and forms used in an Accounting environment. Good working knowledge of cash handling procedures, credit card payment processing, regarding forms, procedures and policies related to Accounting Services operations.

**Skills:**
Excellent command of effective communication in English to provide superb customer service to faculty, staff, students and external community members. Detail oriented with extreme accuracy shown in review, data entry and the preparation of documents. Strong organizational and interpersonal skills are required as is the ability to manage multiple tasks and priorities within an environment where there is frequent interruptions. Demonstrated skills in the use of computer software including Microsoft Office, communication methods and
accounting software.

**Specialized Knowledge/Education:**
Sound working knowledge in basic accounting concepts such as revenue and expense recognition and sales taxes; preferably working within the areas of accounts payable/receivable and cash handling. Knowledge of records management fundamentals

**Experience:**
1 to 2 years experience working in a general office environment, preferably with exposure to the functions of cashiering, reception, basic accounting processing and data entry. Demonstrated experience working with people both in person and through written communications. Previous experience with Banner and FAST JV is considered an asset.

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<th>Employee's Signature:</th>
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<tr>
<td>Supervisor's Signature:</td>
<td>Date:</td>
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