**PEA Job Description**

### 1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>991915</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Title:</td>
<td>Commercial Card Coordinator</td>
</tr>
<tr>
<td>Department:</td>
<td>Treasury Services</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Manager, Treasury Services</td>
</tr>
<tr>
<td>Number of Direct/Indirect Reports</td>
<td>Direct 0</td>
</tr>
<tr>
<td>Classification Level</td>
<td>SG 8</td>
</tr>
<tr>
<td>Last Updated</td>
<td>December 2018</td>
</tr>
</tbody>
</table>

### 2. Position Summary

As a part of Financial Services, the Treasury Services department is responsible for meeting the university mandates and objectives regarding the delivery of core business processes through key operational accounting units including Accounts Payable, Accounts Receivable and Banking. Treasury Services also provides advice and guidance on accounting policy and procedure to ensure compliance and continuous process improvement.

Under the direction of the Manager, Treasury Services, the Commercial Card (C Card) Coordinator’s primary responsibility is to provide oversight and administration of the C Card (UVic’s corporate credit card) program including but not limited to ensuring efficient daily operations, audit and review of the C Card program. As the subject matter expert, the C Card Coordinator provides advice and guidance to university staff and faculty on C Card processes and procedures, sets up and trains new users, assists cardholders with vendor disputes, reviews transaction data for tax and policy compliance, follows up with cardholders on ineligible transactions, and actively works to expand the C Card program.

In their capacity as the subject matter expert, the C Card Coordinator is a key participant in a variety of projects associated with UVic’s C Card program and works closely with Purchasing Services on C Card spend analysis projects and integration with travel booking programs. Additionally, this position coordinates with Accounts Payable for transaction reconciliation using the Travel and Expense Management system.

### 3. Key Responsibilities and Expectations

<table>
<thead>
<tr>
<th>Key Responsibilities. % of time</th>
<th>Expectations:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audit and Review 40%</td>
<td>• Ensure appropriate and timely transaction approvals are obtained by analyzing C Card expense report data and following up with cardholders and approvers as required</td>
</tr>
<tr>
<td></td>
<td>• Review transactions in the C Card GL clearing account and reconcile and correct as required</td>
</tr>
<tr>
<td></td>
<td>• Review the results of the tax algorithm and ensure it is functioning as designed by performing a monthly audit of PST and GST estimated on C Card transactions, adjusting various exception tables and making correcting journal entries</td>
</tr>
<tr>
<td></td>
<td>• Identify and follow up on ineligible or high-risk transactions by performing a sample-based monthly compliance audit against applicable University and Canada Revenue Agency policies.</td>
</tr>
</tbody>
</table>
| Card Operations 30%                                                                 | • Ensure the C Card program functions efficiently  
|                                                                                   | • Perform all functions with regard to the review and processing of C Card applications and order process including the creation and maintenance of cardholder accounts and the assignment of default GL account  
|                                                                                   | • Proactively review information on terminated employees to cancel C Cards with departmental approval  
|                                                                                   | • Use independent judgment to determine the eligibility and appropriateness of credit limit and transaction category type requested when recommending approval of card applications to ensure policy compliance and to act as check of departmental approval  
|                                                                                   | • Upload card transactions into ERP system on a monthly basis and use judgment to correct transactions with various errors  
|                                                                                   | • Assist cardholders with complex vendor disputes in consultation with Purchasing Services  
|                                                                                   | • Maintain the relationship with the C Card provider by managing card provision timelines, identifying systems issues and working with the provider to resolve issues, and develop reports to identify management requirements |
| Training and Communication 20%                                                   | • Provide advice and guidance to university staff on C Card processes and procedures  
|                                                                                   | • Conduct initial training for all new cardholders prior to disbursement of a new C Card  
|                                                                                   | • Develop applicable tips and instructions for cardholders and communicate expense report submission deadlines to cardholders on a monthly basis  
|                                                                                   | • Follow up with cardholders, approvers and department administrators to facilitate submission of overdue expense reports  
|                                                                                   | • Develop and maintain program documentation including the C Card Handbook, C Card Administrator Guide, restricted items list and related processes and forms  
|                                                                                   | • Maintain website information to ensure that it is current and relevant for cardholders  
|                                                                                   | • Develop and provide ad-hoc training and on-going communications about the C Card program that meets the needs of various cardholder groups by increasing understanding of the program benefits and obligations |
| Analysis and Program Growth 10%                                                  | • Identify and initiate opportunities to increase C Card volume and program efficiency  
|                                                                                   | • Liaise with Purchasing Services to ensure that C Card usage complies with public sector procurement requirements  
|                                                                                   | • Generate and analyze transactional data to identify high volume vendors  
|                                                                                   | • Actively work to identify and encourage opportunities to
expand the C Card program and C Card payment solutions
with university stakeholders
• Work with Purchasing Services to analyze web requisition
data for opportunities to convert small dollar purchases to C
Card transactions
• Participate in the design and implementation of programs to
encourage vendors to accept payment by C Card (e.g. Visa
Payables)

4. Classification Factors:

Problem-Solving:
Ability to understand and analyze complex processes, technical accounting and tax issues and
their implications. Requires broad depth of knowledge and ability to see beyond the obvious in
demonstrating a comprehensive understanding of the potential and real effects of a variety of
different transactions. Solutions to problems are generally guided by procedures, policies and
precedents, but often require judgement and interpretation. Investigation is required to create
new processes or modify current procedures.

Responsibility for Financial & Material resources:
Applies policies that can have a significant financial impact on individuals and the university.
Ensures the efficiency of processes and procedures in facilitating the effective use of
resources related to C Card transactions, which in total may exceed $20 million annually. This
position is responsible for ensuring the integrity of the C Card program with regard to the use
of C Cards for appropriate purposes; that there is no fraudulent and/or ineligible use of C
Cards; and that there has been appropriate follow up and resolution of all identified issues.
Recommends for approval C Cards that represent purchase authority up to the card limit
which impacts clients from across campus. Responsible for review and audit of card purchase
transactions.

Responsibility for Human Resources:
No direct reports but provides extensive ongoing formal and informal training, advice and
assistance to the larger campus community on processes and procedures related to the above
duties. Develops and conducts all training programs related to new cardholders regarding
policy compliance and participates in the training for the use of reconciliation tool. Ensures
users from a variety of stakeholder groups across campus receive targeted training that
focuses on their program use requirements. While maintaining a client-focused, service
perspective, uses influence with cardholders and stakeholders at a variety of levels to ensure
policy compliance.

Impact of Decisions and Actions:
The C Card Coordinator has responsibility for the oversight and administration of the C Card
program for the University. Taking quick and decisive action on potential misuse is essential
given the high dollar volume ($20M annually) in C Card transactions, and the resulting
significant financial impact that ineligible or fraudulent transactions could have. Responsible
for assessment of applications for eligibility of cardholder, appropriate credit limit and allowable
transactions types to limit risk of ineligible, large dollar purchases. Responsible for completion
of C Card transaction audits in a timely manner to detect and follow up on questionable
purchases to limit UVic’s liability. Responsible for delivering critical information and processes
within tight deadlines on a daily, weekly and monthly basis.

Independence:
Work is performed in accordance with practices, procedures and policies, but considerable latitude is exercised in selecting work methods. Work is reviewed for effectiveness on completion of assigned tasks and projects however there is an expectation of the independent application of judgement and reason in the review of information related to C Card purchases. Independence is exercised in the review and identification of anomalies, spending patterns, both positive and negative, which may have occurred or which could possibly occur, always exhibiting tact and diplomacy. Works closely with Accounts Payable and with Purchasing Services as there is considerable overlap with systems and other initiatives.

5. Summary of qualifications:

This position requires a Bachelor’s degree in business, finance, accounting or related field plus a minimum 3 years’ of experience which includes:

- Experience with purchasing and public sector procurement requirements in a payment card environment.
- Demonstrated experience dealing with high volume of data, understanding of application of complex policies regarding the administration of payment card systems, audit, and Accounts Payable.
- Experience providing training and working on process improvement.

An equivalent combination of education and experience may be considered.

Knowledge requirements include:

- Excellent working knowledge of MS Office programs especially Excel and business banking software
- Understanding of the complexities of a large institution and integrated large scale financial and reporting systems.
- Working knowledge of tax reporting as it relates to GST, PST and self-assessment rules.
- Working knowledge of transactional audit and review processes.
- Experienced in independent decision making and communication regarding situations involving tax reporting requirements

In addition this position requires:

- Ability to communicate with respect and tact when working with clients to resolve sensitive or complex issues
- Ability to apply sound judgement and make independent decisions, and understanding when to consult with others.
- Ability to work independently as well as in team environments.
- Ability to apply investigative and practical skills to solve problems independently.
- Ability to function effectively and appropriately in sensitive or stressful situations.
- Excellent communication, presentation and written skills.
- Excellent analytical, critical thinking and problem solving skills
- Ability to build and maintain productive working relationships with stakeholders at a variety of levels
- Ability to frequently deal with competing demands in an effective and organized way
- Demonstrated administrative and organizational skills

<table>
<thead>
<tr>
<th>Employee’s Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager’s/Supervisor’s Signature</td>
<td>Date:</td>
</tr>
</tbody>
</table>