

JOB DESCRIPTION

We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.

POSITION: Director, Financial Services (Operations and Systems)

DEPARTMENT: Finance

DATE CREATED: July 2023

DIVISION: Office of the Chief Financial Officer

DATE REVISED: March 2024

ORGANIZATIONAL STRUCTURE

The Director, Financial Services (Operations and Systems) reports to the Associate Vice President, Finance. Reporting directly into this role are the Manager, Accounting Services and Manager, Financial Systems.

PRIMARY FUNCTION

The Director, Financial Services (Operations and Systems) provides leadership and strategic direction to the Accounting Services and Financial Systems teams within the Finance department. This position oversees accounting services which include, cash management, banking, accounts receivable, collections and accounts payable for the institution and is responsible for the maintenance and ongoing development of the integrated financial information systems, and training to finance and related staff for such systems used by the University and the KPU Foundation.

KEY RESPONSIBILITIES

People and Talent:

1. Supervises and provides leadership to direct reports by coaching and modeling key behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals. Monitors and assesses performances.
2. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Human Resources Services regarding collective agreement interpretation, as appropriate. Provides input to management negotiating team for collective bargaining purposes, as needed.
3. Provides effective leadership and direction by establishing priorities and objectives and fostering effective teamwork among team members.
4. Fosters an environment of collaboration and a strong customer service culture. Inspires, motivates and guides team members by encouraging commitment and team spirit to meet deliverables and provide exceptional service. Provides direction and guidance to Finance leaders and other employees on a variety of general accounting and financial systems related matters.

Financial Services Administration:

1. Develops and aligns the division's strategic plan in support of Finance's and KPU's institutional plans. Works with other leaders in the Finance department to address higher level issues consistent across functional units.
2. Contributes to the planning, development, implementation and evaluation of the departmental strategic road map. Develops and implements short and long-term departmental goals and objectives to ensure the delivery of effective and efficient services.
3. Identifies business challenges and uses data analysis to help influence changes to the operations, process, or programs.
4. Responsible for the development and resolution of financial systems, banking relationships and procedures, and monitoring the overall financial position and cash management of the University, as well as other financial matters as required.
5. Oversees the coordination of training to the University community with respect to financial operations including the application of financial policy and procedures and financial systems.
6. Exercises payment authority on behalf of the University and related entities, may include acting as a signing authority on behalf of the University in accordance with related policies.
7. Oversees the implementation and monitoring of general accounting systems to maintain and improve the institution's operational efficiencies.
8. The incumbent assists with the maintenance, review and updates of KPU's accounting operational practices, information analyses, performance monitoring and also supports the strategic financial planning for the University, in accordance with associated policies and procedures.
9. Interacts with personnel from other universities, the Ministry and outside consultants on the development and requirements for financial operations monitoring and compliance.
10. Develops and assists University management and departments with establishing key practices and other financial processes that meet the University's strategies, goals and objectives.
11. Assists with the monitoring and adherence to University policy, procedures, legislative requirements, Ministry directives and targets as required and as related to this portfolio.

Accounting Services:

1. Oversees the Accounting Services department which includes a Manager, Accounting Services and staff performing accounts receivable, accounts payable, collections, cashier oversight, cash, processing investment directives and other related banking functions.
2. Oversees the development, implementation and maintenance of proper processes, procedures and systems to ensure accounting services are provided to and for the University including the timely and accurate processing, payment, collection, and reporting of revenues and expenses and cash management in accordance with statutory requirements, collective agreements, standard business practices and University policies.
3. Responsible for the cash handling and cashiering processes for the University in conjunction with the Office of the Registrar, and other service areas as required.
4. Develops, implements and maintains accounting systems to collect and analyze financial data to ensure University employees receive accurate and timely financial information to enable them to fulfill their responsibilities.
5. Leads and coordinates systems upgrades and process improvement initiatives for the accounting functions.

6. Leads a cross functional group with the Office of the Registrar to develop a more cohesive student payment process to provide for a more effective system for the University and students.

Financial Systems:

1. Develops, implements and maintains financial accounting systems and processes and controls to meet the evolving needs of the University, KPU Foundation, Board of Governors, government and other stakeholders and follows standard business practices, Ministry policies and directives and University policies.
2. Analyzes service requirements and consults with other team members and stakeholders to identify, establish, monitor and administer systems and related procedures that maximize technology to support effective and efficient services.
3. Establishes accounting policies and procedures, while assessing the impact of new accounting standards and prepares technical accounting memos.
4. Develops, implements and maintains financial accounting systems to ensure University departments and portfolios receive accurate and timely financial information to enable them to fulfill their responsibilities.
5. Oversees month-end close, chart of accounts, general ledger transactions and financial systems, in relation to accounting services.
6. Oversees problem solving, training and updates of financial systems as needed.

Other Responsibilities

1. Consults with external bodies, such as CRA and PCI to ensure ongoing compliance.
2. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
3. Contributes to and promotes a safe, equitable, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

EDUCATION & EXPERIENCE

- Bachelor's degree required.
- Completion of a recognized professional accounting designation (e.g. CIA, CPA, CA, CMA and CGA) and in good standing.
- Minimum 7 years of progressive senior experience in the public sector in general accounting, budgeting, reporting, systems, audit, along with 5 years in a leadership capacity.
- Experience in the post-secondary education system or in a unionized environment, are considered assets.
- Or an equivalent combination of education, training and experience

QUALIFICATIONS

- Demonstrated ability of effective team management and implementing change, resulting in improvements to service quality, staff productivity and systems efficiency.
- Advanced knowledge of accounting procedures and financial reporting practices.
- Experience in managing and maintaining systems in a computerized, centralized environment.
- Strength in establishing and maintaining effective working relationships with employees at all levels.
- Strong interpersonal, supervisory and communication skills, both written and verbal with a strong focus on customer service.
- Proven ability to exercise tact and diplomacy, confidentiality, and conflict resolution skills.
- Strong computer skills, proficiency with spreadsheet programs, and demonstrated ability to use various financial software packages and databases to perform financial analyses and develop reports.
- Ability to travel between campuses is required