



POSITION 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:	Manager, Financial Operations	
DEPARTMENT:	Financial Operations	DATE CREATED: March 2010
DIVISION/FACULTY:	Financial Services	DATE REVISED: July 2023

ORGANIZATIONAL STRUCTURE

This role reports to the Director, Financial Services. Reporting directly to this position are staff performing accounts receivable, accounts payable, banking and treasury functions.

PRIMARY FUNCTION

The Manager, Financial Operations is responsible for the efficient and effective operation of the Financial Operations department which includes accounts receivable, accounts payable, cash management, treasury and banking. The Manager, Financial Operations will carry out responsibilities related to the day-to-day operations of the Financial Operations department in accordance with Kwantlen Polytechnic University policies, collective agreements and statutory requirements. This position is responsible for the delivery of service, the development, implementation, management and testing of systems, and training within the Financial Operations department and as required across other areas of the University.

KEY RESPONSIBILITIES

People First/Leadership

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 performance.
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.

Accounts Payable and Receivable

1. Develop, implement and maintain effective policies, systems and procedures to ensure University suppliers are paid, and University staff are reimbursed, as well as University revenues and receipts are recorded and collected in a timely fashion in accordance with statutory requirements, standard business practices and University policies.

2. Develop, implement and maintain effective policies, systems and procedures to collect and analyze financial data to ensure University departments, regulatory bodies and other stakeholders receive accurate and timely financial information to enable them to fulfill their responsibilities.
3. Work closely with the Office of the Registrar and oversee the accurate updating and entry of tuition and related fees into the student management system on a timely basis. Attend and help coordinate working group meetings with staff from the Office of the Registrar.
4. Work closely with University employees and Financial Operations staff on overseeing the University's P-Card program. Ensure that the P-Card policies and procedures are being followed, and that any deviations are followed-up on and the appropriate action taken.
5. Primary responsibility for all merchant accounts (i.e. credit card, other payment processors), including maintaining relationships, tracking POS terminals, reconciliations and any other related matters.
6. Ensure that appropriate controls, reports, and analytics are in place and maintained to accurately monitor P-Card use and adherence to policies and procedures.
7. Undertake routine reviews of working procedures, systems, policy, statutory requirements and collective agreements to ensure compliance and continuous improvement, and to identify issues and/or concerns. Provide analyses and recommendations for consideration to the Director, Financial Operations.
8. Lead and coordinate system upgrades and process improvement initiatives for the Financial Operations department, including manual systems and processes as well as computerized systems and processes. Oversee and ensure that testing of any new systems is complete before implementation.

Cash Management, Treasury and Banking

9. Develop, implement, and maintain cash management, treasury and banking policies, procedures and systems that meet University requirements as well as any regulatory and/or statutory regulations
10. Develop and implement a cash flow management system to closely monitor cash flow, ensure there are sufficient funds to cover outgoing payments, and to provide short-term and long-term cash forecasting. Provide information for and to help form decisions regarding investment decisions.
11. Work closely with the Director, Financial Operations to develop, implement and monitor investment policies and procedures.
12. Oversee and manage the University's investment portfolio to ensure maximum return while minimizing risk and meeting the cash flow needs of the University.

Taxation and Regulation Compliance

13. Provide direction and guidance to University managers and staff on a variety of general accounting and taxation matters including GST and PST rules and regulations. Stay informed and up to date on relevant changes.
14. Responsible for adherence to government taxation, industry regulations and reporting requirements related to payments, payables, revenue and receipts.

15. Consults with external bodies, such as CRA, external auditors, and PCI to ensure ongoing compliance
16. Ensure that annual PCI compliance documents are completed and filed as required to maintain compliance.

Other

17. Work on special projects, which may be confidential, on any part of University operations.
18. Participate on committees and represent Financial Services at University and other meetings as requested.
19. Exercise payment authority on behalf of the University related entities.
20. Coordinate and oversee month-end, quarter-end, and year-end processes. Ensure all reconciliations and working papers are complete and analyzed in an accurate and timely manner. Collaboratively work staff in Financial Reporting and Budgeting to ensure the accuracy of information and that any queries are accurately and promptly addressed.
21. Assist in the preparation and coordination of the University's annual Financial Statements and year-end financial audit, as well as any other regulatory audits that may arise.
22. Assist with maintaining financial reporting systems to ensure the University's financial reporting meets regulatory requirements.
23. Assist in the development of the department's strategic and operational plans.
24. Act in place of other Financial Services Managers as and when the need arises.
25. Act in place of the Director, Financial Services when requested.
26. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
27. Contributes to and promotes a safe, equitable, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

QUALIFICATIONS

EDUCATION & EXPERIENCE

- Completion of a CPA professional accounting designation and a member in good standing with CPA Canada.
- Minimum of five years demonstrated management experience with a proven track record of effective leadership, team management, and change management resulting in improvements to service quality, staff productivity and systems efficiency.
- Minimum of seven years of related experience in general accounting.
- Experience in developing and maintaining systems in an integrated computerized, decentralized system.
- Experience in a unionized environment is desirable.
- Experience in post-secondary accounting/finance is an asset.

- Or an equivalent combination of education and experience.

COMPETENCIES

- Excellent command of the English language, both spoken and written.
- Demonstrated ability to establish and maintain effective working relationships with employees at all levels, customers, vendors, suppliers, as well as internal and external stakeholders.
- Strong interpersonal, supervisory, and communication skills
- Demonstrated ability to work as part of a management team.
- Proven ability to exercise tact and diplomacy, confidentiality, and conflict resolution skills.
- Have an understanding of and respect for the diverse values and culture of a university environment.
- Ability to travel between campuses is required.