

ALBERT COLLEGE

JOB DESCRIPTION

TITLE: Finance, Database Support and Student Services Coordinator

REPORTS TO: Finance Office Manager/Chief Financial Officer

PRIMARY FUNCTION

The Finance, Database Support and Student Services Coordinator is responsible for developing and maintaining student, staff and family relationships, customer service operations in both the Finance Office and the Guild Shop, managing the client database including all families, donors and other College constituencies, all forms of payment, and coordination of all student support services. The Finance, Database Support and Student Services Coordinator will strengthen Albert College by increasing parent involvement and by supporting all Finance Office programs.

SPECIFIC DUTIES AND RESPONSIBILITIES

1. Customer Service

- Greets all constituents as required
- Deliver great customer experiences within a school environment
- Assist all visitors to the Finance Office with various requests including but not limited to allowances, passports, textbook purchases, etc.
- Assist with Guild Shop customers when required

2. Cash and Accounts Receivables

- Process all documentation from invoices to monthly statement of accounts including proper documentation, general ledger account allocation, and filing
- Process and record all collections made to the College for the Operating Funds, Building Fund and the Endowment Fund
- Manage various cash requests through field trips, excursions or parental requests for allowances or other cash advances

3. Database Support

- Support databases that require extraction or importation of data, maintenance of records, and set up of new constituents
- Databases could include, but are not limited to: Magnus Health, Vidigami, Finalsite

- Process and record all student information, and cross-check with other databases for inclusivity and completeness.
- Evaluate, determine, and implement the best way to communicate with all constituents using the various databases about how to use the information.
- Provide User support to parents with database access issues
- Collaborate with the Enrolment Management team for implementation of the new re-enrolment process using the EMS database

4. Other duties as required by the Finance Office Manager.

Health & Safety

- Maintain and uphold all of the College's Health and Safety Policies including but not limited to following safe work procedures, knowing and complying with all the laws and regulations, reporting any injury or illness immediately, reporting unsafe acts and conditions along with the overriding principle of taking reasonable precautions in the circumstances to protect themselves.

WORKING CONDITIONS

- Work is primarily desk and telephone oriented, which requires sitting for extended periods.
- Data entry, email, and various computer applications require extended periods of keyboarding and viewing of monitors.
- Lifting may be required when receiving and verifying incoming orders.
- Some evenings may be required but are scheduled in advance.

JOB SPECIFICATIONS

Identifying, Planning and Executing – determines the relative importance of needs, prioritizes and sequences work, and effectively changes direction when appropriate.

Teamwork and Partnership - Keeps team members or partners informed and up to date about group processes, individual actions, and influencing events.

Customer Business Sense - Works together with constituents to problem solve and provide straightforward knowledge and advice.

Judgment and Decision making – reviews alternatives before making decisions and looks for the most efficient and productive course of action.

Agility - Understands and responds to organizational needs by looking for opportunities to improve and modify approaches appropriately. Makes decisions to act in the best interest of the organization.

Ability to use a computer in word processing and accounting. Experience and knowledge of MS Excel and databases. Familiar with the operation of a fax machine, photocopier, telephone, postage meter, and adding machine.