JOB SUMMARY

The Coordinator, Operations Finance reports to the Associate Director, Operations Finance.

This position manages up to 10 Finance Processing Specialists. This position is responsible for training, coaching, mentoring, and performance managing staff. It is responsible to ensure that all transactions met regulatory, external and internal organization guidelines. This position is responsible for the recording of all transactions in a timely and accurate manner. This position will deal with all issues escalated from staff, and further escalation where necessary.

The Coordinator will work closely with the Associate Director, Operations Finance to review transactional processes for efficiency and effectiveness, recommend and implement improvements.

ORGANIZATIONAL STATUS

The Faculty of Medicine (FOM) is composed of nineteen academic basic science and/or clinical departments, three schools, and a number of research centres and institutes. The Faculty's annual consolidated budget is over $600 million including operating, research, special purpose, endowment and trust funds. The Faculty has approximately 2200 administrative support, technical/research and management and professional staff, as well approximately 650 full-time academic and 8500 clinical faculty members. Together with its partners including BC's six Health Authorities and their affiliated teaching hospitals, the Faculty provides innovative programs in the areas of health and life sciences through a province-wide delivery model. University-based teaching, research, and administrative sites include UBC Point Grey, UBC Okanagan, Diamond Health Care Centre, and the Universities of Victoria and Northern BC, home to our affiliated medical school training programs as well as other education centres. Faculty, staff and students are also located within our clinical academic campuses in hospital settings and other regionally based centres across the province.

WORK PERFORMED

- Manages FMS-certified staff activities in preparing, approving and posting all financial transactions for all the educational, research and administrative activities (including accounts payable and receivable transactions, Journal Entries and transfers).
- Directs and reviews the accounts payable and/or accounts receivable functions of the faculty.
- Coaches staff in the processing of complex transactions
- Conducts regular process audits to identify risks and critical issues
• Responsible for highly sensitive and confidential transactions
• Monitors compliance with GAAP, UBC policies and tax regulations; monitors and evaluates internal controls for weaknesses and improvements; evaluates and makes recommendations on improving accounting and reporting systems and develops accounting processes and systems for the unit; participates in the development of new corporate systems through requirement definition, design and testing. Develops and implements financial policies and procedures to improve internal controls or increase efficiencies.
• Drafts new policies and procedures as well as training material relating to financial policies, internal controls, expenditure reimbursements and related areas.
• Manages, develops and prepares complex reports from various systems and sources using various software packages and tools to support financial decision making and analysis including year-end financial statements and ad hoc analysis for the departments.
• Develops year end accounting procedures and systems and trains others in ensuring these are managed correctly. Coordinates the Faculty's year end general ledger and accounts payable and/or accounts receivable processes including complex accruals and preparing proper documentation for external auditors.
• Reviews and manages the work of up to 10 Financial Processing specialists, including complex transactions and year-end accruals, for correctness and compliance. Reviews and signs-off on reconciliations prepared by the processing specialists. Provides ongoing training and support to processing specialists to ensure transactions are processed accurately and on a timely basis. Assigns work to the financial processing clerks.
• Plans and oversees the detailed review of research, special purpose, fee-for-service, endowment and operating accounts for the faculty to ensure that expenditures do not exceed the funding available.
• Provide consultation to account holders highlighting successes or areas requiring immediate action and establishes guidelines on sound financial practices to assist departments in managing their funds.
• Provide strategic support to departments by identifying resolutions on financial issues including liaising with Central Finance to assist in resolving deficit issues.
• Manages the efficient processing, recording and reconciliation of all payments and general ledger entries including P-card reconciliations, clinical faculty payments, capital expenditure, loans and other long-range transactions working collaboratively with various departments to ensure payments and entries are appropriate and paid in a timely manner.
• Responsible for highly sensitive and confidential transactions and for dispute resolution for financial issues within the faculty.
• Provides financial advice and training to administrators, managers, investigators, heads and directors on all payment processing related issues, including policies and procedures, how to initiate and process purchases and expenditures, and how to understand UBC ledger reports.
• Audits transactions and processes to ensure compliance. Prepares exception reports and analysis to support internal control.
• Manages the aging, collections, dispute resolution and overall accounts receivable management
• Monitors and reconciles complex PGs to various accounts receivable sub-systems
• Reviews A/R financial reports to identify potential issues and resolves issues with Administrators, Department Heads, and external clients such as Health authorities
• Develops and prepares professional fee income reports
• Develops annual financial reports and variance analysis, when requested by the Associate Director
• Directs and oversee department submission of MSP billings and recoveries from the Ministry of Health and other third party billings
• Monitors and manages the outstanding accounts receivables in the various systems, by generating and reviewing aging reports (system generated or manually prepared)
• Prepares monthly status reports on the outstanding accounts, and recommends course of action for all delinquent accounts
• Takes part in requirements gathering, analysis, design and testing to develop improved accounts receivable and other financial systems
• Designs and implements new or modified financial management systems as needed to meet operational requirements
• Develops and implements appropriate internal control systems
• Documents and maintains procedural and training guidelines for accounts receivable and other accounting functions
• Supports the Associate Director by ensuring that he/she gets all the information required to conduct analysis in a timely and efficient manner
• Participates in continuous improvement opportunities, both systems and procedural
• Performs all other related duties as directed by the Associate Director
• Deliver service in line with agreed controls, procedures, and KPIs
• Defines process metrics, against which Processing staff success is measured
• Regularly reports on established process specific metrics
• Ensures that the work of the team is accomplished in a timely fashion and that deadlines and service agreements are met
• As a member of the Operations Finance Team, provides excellent customer service
• As a member of the Operations Finance Team, ensures that the work of team is accomplished in a timely fashion so that deadlines and service agreements are met.

CONSEQUENCE OF ERROR

The Coordinator, Operations Finance is expected to work independently at a professional accountant level to produce a product that requires little detailed review. This position is key to maintaining the structure and data integrity which supports all financial reporting. Errors and poor decisions by this position could result in unreliable information or no information being available to effectively manage the finances of a large and very complex organization. As this position also advises departments throughout the faculty, errors could have a significant impact throughout the faculty.

The accountability of this position requires the incumbent to deal effectively with the appropriate personnel, both professional and non-professional, at all such levels of involvement and responsibility, both within and outside the University.

SUPERVISION RECEIVED

Works independently in a team setting reporting directly to the Associate Director, Operations Finance.

SUPERVISION GIVEN

Supervises up to 10 financial processing specialists in accounts payable and/or accounts receivable. Responsible for training, coaching, mentoring and performance management of staff.
QUALIFICATIONS

Undergraduate degree in a relevant discipline,
Two years of post-secondary education in financial management and
Completion of three years in an accredited accounting program (CGA or CMA or CA).

Experience and Skills

- Minimum of three years’ experience or the equivalent combination of education and experience.
- Experience managing general ledger activity, including but not limited to Accounts Payable, Cash Management, Accounts Receivable, Reconciliations and Financial Reporting.
- Experience in fund accounting, financial control and policy interpretation.
- Experience working with different computer systems, including ERPs.
- Experience managing staff. UBC FMS certification will be required.
- Demonstrates excellent verbal and written communication and interpersonal skills
- Demonstrated financial, analytical and budgetary skills.
- Ability to interpret data at a high level and to present findings developed from compilation of complex and possibly disparate financial data.
- Ability to consolidate financial data from various sources into financial statements and reports that are useful for management decision making.
- Ability to analyze problems, identify key information and issues and effectively resolve.
- Ability to analyze and reconcile accounts and to resolve discrepancies.
- Ability to maintain accuracy and integrity of accounting transactions and financial reporting.
- Ability to perform complex analyses. Ability to perform workflow analysis and process improvements.
- Ability to manage staff performance by establishing standards and goals, evaluating performance, providing feedback and taking corrective action.
- Knowledge of University, Hospital and Health Authority accounting systems.
- Ability to exercise judgment, discretion and diplomacy.
- Ability to prioritize and work effectively under pressure to meet deadlines.
- Ability to work effectively independently with minimal supervision and in a team environment.
- Ability to apply generally accepted accounting principles in an appropriate manner.
- Ability to exercise judgment, tact discretion and confidentiality in all matters and to maintain effective working relationships with internal and external contacts.
- Knowledge of contracts, government and UBC policies and regulations, grant administration and procedures related to finance, payroll and audit.
- Comfortable working with senior management. Able to communicate financial concepts to financial and non-financial managers and scientists.
- Comfortable working in a fast-paced multicultural environment. Advanced Excel user.
- Familiarity with medical billing systems.