



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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# Job Board Posting



Careers.Indigenous.Link

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## CUSTOMER SERVICE REP

<b>Job ID</b>	<b>63300-4127</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=63300-4127">https://careers.indigenous.link/viewjob?jobname=63300-4127</a>	
<b>Company</b>	McMaster University	
<b>Location</b>	Hamilton, ON	
<b>Date Posted</b>	From: 2024-06-26	To: 2050-01-01
<b>Job</b>	Type: Full-time	Category: Education

### Description

About McMaster University Ranked as one of the world's top universities, McMaster University is known for teaching and research excellence. Our purpose is the discovery, communication, and preservation of knowledge. We seek to create a Brighter World through research, focused on the health and well-being of all. Through our teaching, research, and scholarship, we are committed to creativity, innovation, and excellence. We value integrity, quality, inclusiveness, and teamwork in everything we do. We inspire critical thinking, personal growth, and a passion for lifelong learning. We serve the social, cultural, and economic needs of our community and our society.

About The Position Responsible for providing customer service to external organizations and internal departments related to Corporate Accounts Receivables transactions. Responsible for providing accurate information and ensuring a thorough knowledge of University and Ministry policies and regulations to prospective and current students for inquiries and situations regarding admissions processes, student enrolment and student financials. Responsible for applying specialized knowledge and understanding of financial policies and procedures to coordinate and process University financial transactions. Analyzes, records, classifies, and summarizes accounting data according to established procedures.

Provides exemplary customer service using a variety of communication and technology platforms to corporate partners, prospective and current students, alumni, and parents, as well as campus colleagues. Ensures the University receives all customer payments for provided goods and services, maintains a record of these transactions and resolves any discrepancies or missed payments. This role requires individuals to keep a precise record of all incoming payments and to contact clients to ensure outstanding invoices are paid and in a timely manner.

- Duties & Responsibilities**
- Develop programs and services to assist current and prospective students to obtain and manage their resources throughout their post-secondary career.
  - Create customized strategies to help customers overcome financial obstacles.
  - Interview students regarding financial issues, family history, personal choices, academic issues, and assess and evaluate the information provided.
  - Provide confidential advice to students including, but not limited to, admission requirements and eligibility, government assistance, and income revisions and the impact that these changes have on financial aid eligibility and university status/fees.
  - Collaborate with various stakeholders to educate students on their financial obligations and resolution of student issues.
  - Follow guidelines and troubleshooting procedures, ensuring staff is consistently following procedures to maintain accuracy between the various university systems.
  - Research external funding sources available to students and provide students with information on available external funding options and financial programs.
  - Liaise with colleagues both internal and external to the University to discuss and understand a range of issues, including but not limited to, best practices and technological improvements.
  - Investigate and implement the latest technologies for customer payments worldwide.
  - Plan and coordinate outreach events and educational sessions.
  - Train others on relevant accounting procedures and the use of financial systems.
  - Liaise independently with corporate clients, applicants, students, parents, alumni, faculty and staff to explain detailed policies, procedures and services using a variety of technology platforms.

- Ensure that all receipts are tracked and regularly check for any discrepancies in payments received. Collect, analyze, assess, and summarize information relevant to the decision-making process and develop recommendations for final approval and implementation.
- Refer at-risk customers to the appropriate internal and external services and departments that offer specialized assistance to individuals in need.
- Assist with internal and external audits by preparing audit files and responding to auditor inquiries.
- Write a variety of document and reports such as procedure manuals, accounting reports, and financial statements.
- Balance and control cash receipts, including floats, petty cash, electronic payments inbound and outbound and cheques.
- Analyze data and assess for reasonableness.
- Develop budgets for review and approval.
- Implement and maintain budgets. Create financial projections and make adjustments to budgets throughout the fiscal year.
- Exercise appropriate controls, monitor, and reconcile Corporate and Student accounts.
- Process and distribute official documentation (i.e., tax forms, receipts, and certification letters).
- Review customer accounts for validity of records, fees, payments and other charges, and process applicable refunds.
- Process transactions through a point-of-sale system (e.g. student account fees, refunds, and service fees).
- Enter data, generate reports and prepare/balance daily cash deposits using accounting software systems.
- Maintains the confidentiality of customer records.
- Apply University and government policies to daily office practices. Ensure adherence to established university schedules and deadlines. Remain current with changes in internal and external policies and procedures through workshops, meetings, or reading manuals.
- Ensure compliance with inspections, audits, and government policies through the correct interpretation and application of information provided through various government policy and guidelines.
- Answer complex inquiries via telephone, email, and in person that are specific in nature and require a specialized knowledge of policies and procedures. Sort and distribute incoming mail and faxes.
- Prepare and generate a variety of scheduled and ad hoc reports.
- Update, maintain, and verify information in a variety of spreadsheets and databases.
- Create spreadsheets including complex formulas and equations. Set up and maintain filing systems, both electronic and hard copy. File and archive ministry documents.

Qualifications Bachelor's degree in Business or related field of study. Requires 3 years of relevant experience.

For more information, visit McMaster University for CUSTOMER SERVICE REP