



# 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.Link's 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:  
Toll Free Phone: (866) 225-9067  
Toll Free Fax: (877) 825-7564  
L9 P23 R4074 HWY 596 - Box 109  
Keewatin, ON P0X 1C0

# Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/08

## Credit and Collection Officer - Financial Services

<b>Job ID</b>	<b>369841-1-8685</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=369841-1-8685">https://careers.indigenous.link/viewjob?jobname=369841-1-8685</a>	
<b>Company</b>	Toronto Metropolitan University	
<b>Location</b>	Toronto, ON	
<b>Date Posted</b>	From: 2022-11-23	To: 2050-01-01
<b>Job</b>	Type: Full-time	Category: Education

### Description

#### About Toronto Metropolitan

At the intersection of mind and action, Toronto Metropolitan University is on a transformative path to become Canada's leading comprehensive innovation university. Integral to this path is the placement of equity, diversity and inclusion as fundamental to our institutional culture. Our current academic plan outlines each as core values and we work to embed them in all that we do. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, and inclusion and will assist us to expand our capacity for diversity in the broadest sense. In addition, to correct the conditions of disadvantage in employment in Canada, we encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, persons with disabilities, and those who identify as women and/or 2SLGBTQ+. Please note that all qualified candidates are encouraged to apply; however, applications from Canadians and permanent residents will be given priority. In April 2022, the university announced our new name of Toronto Metropolitan University, which will be implemented in a phased approach. Learn more about our next chapter.. The team Toronto Metropolitan University Collection Services works with students to resolve past-due payment issues fairly and equitably, before they become unmanageable. We coordinate, establish and maintain student accounts and registration for existing past due student account balances while supporting students in academic planning and payment plans.

#### The Opportunity

We are looking for a Credit and Collection Officer to process collection of funds to maximize recovery of University revenues on past due student accounts following established guidelines and criteria, while providing excellent client service to students and other internal clients and contributing to a positive student experience. The successful candidate will monitor, process and collaborate on updates and adjustments to student accounts receivables and review and analyze outstanding student receivables in conducting appropriate collection efforts throughout various stages of aging of these receivables. Responsibilities: Perform collections efforts of past due accounts from students by handling incoming communication from students regarding a variety of collections and fees matters via phone, email or voicemail, analyzing accounts that are being disputed or appealed and evaluate validity of claims based on established criteria. Process past overdue accounts and process updates and adjustments to student account receivables by monitoring students' aged receivable listing and selects delinquent accounts for reversal, write off or assignment to a collection agency based on established criteria. Maintains understanding and knowledge of legislations that affect collection efforts and ensure adherence to legislation in particular when dealing with parents or guardians who want to represent students Provide required support to the Supervisor and other departments. Qualifications To help us learn more about you, please provide a cover letter and resume describing how you meet the following required qualifications: Successful completion of a post-secondary degree program and a minimum of 3 years of work experience in Credit and Collections environment or equivalent with the following requirements:

Experience in a client facing role and in dealing with sensitive matters. Experience with data analysis and data investigation Good working knowledge of collection related legislation

Strong mathematical and analytical skills; excellent attention to detail. Excellent investigative, problem-solving and organizational skills. Demonstrated sensitivity, tact, and diplomacy. Ability to build strong internal and external client relationships. Proficiency with Microsoft Office Suite (Excel, Word, PowerPoint), Oracle

Strong oral and written communication skills for report writing, general correspondence Effective organizational and task management skills Strong accuracy and attention to detail Ability to work in a fast-paced environment, multitask and prioritize as necessary

Strong planning, time management and organizational skills

#### Additional Information

Position Number(s) 10001935  
Reports To Supervisor, Student Credit & Collections  
Vacancy Type FTCE  
Employee Group OPSEU  
Work Location Hybrid (in-person and remote)  
Start Date ASAP:  
End Date NA  
Hours of Work 36.25

Grade and Step 10

Salary Scale Min: \$62,262.26 up to Step 8: \$74,344.40

As part of the selection process, candidates may be required to complete an occupational assessment.

Applications will only be accepted online through Toronto Metropolitan University's careersite. Toronto Metropolitan University is committed to the principles of the Accessibility for Ontarians with Disabilities Act (AODA), and aims to ensure that independence, dignity, integration and equality of opportunity are embedded in all aspects of the university culture.

We will provide an accessible experience for applicants, students, employees, and members of the Toronto Metropolitan University community. We are committed to providing an inclusive and barrier-free work environment, beginning with the recruitment process. If you have restrictions that need to be accommodated to fully participate in any phase of the recruitment process, please contact [hr@ryerson.ca](mailto:hr@ryerson.ca). All information received in relation to accommodation will be kept confidential.

For more information, visit [Toronto Metropolitan University for Credit and Collection Officer - Financial Services](#)