

### A. Information:

Position Title:	Commissions Assistant
Position #:	INED56
Category:	Commissions Assistant, CU746
Division/Department:	International Education
Reports to:	Director, International Education Operations
Positions Supervised:	None
Affiliation:	CUPE, Local 15 – VMCECW
Pay Grade:	19
Date Prepared:	March 9, 2018

### B. Position Summary:

Reporting to the Director, IE Operations, the Commissions Assistant processes international student recruitment agent (thereafter “agent”) commissions by reconciling, calculating, and documenting commission invoices received. This position liaises with the Accounts Payables team and International Education stakeholders to complete the College’s financial obligations to compensate agents for student referrals into College programs or courses. This position involves clerical and accounting work of moderate complexity involving the processing of agent commission fees, vendor invoices and related documents. The incumbent prepares a variety of accounting documents; updates electronic records; processes invoice payments; maintains files; utilizes ERP and CRM systems for financial data queries and prepares spreadsheets and reports. Performs related work as required.

### C. Duties & Responsibilities:

#### 1. Processes agent and vendor commissions (80%):

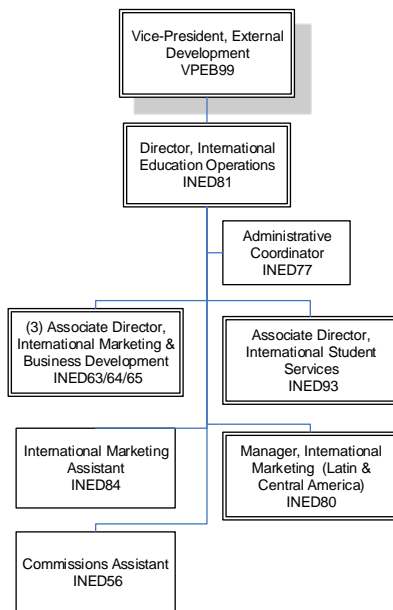
- a. Prepares agent commission calculations by receiving invoices, reconciling student referral or registration records, and completing required Financial Services procedures and forms.
- b. Ensures agent agreements with Langara College are valid and in good standing. Reviews individualized agent commission structures and applies calculations electronically and in adherence to College policies and procedures.
- c. Audits invoices by verifying student registration, confirmed tuition payment, or reviewing transaction histories to avoid duplication or erroneous commission payment.
- d. Ascertains the accuracy of invoices by collecting information from a wide variety of sources ranging from International Marketing and Admissions team members, Business Manager, or other internal or external contacts. Refers exceptional discrepancies or problems to the Business Manager for resolution.
- e. Acts as a conduit between Accounts Payables staff and international team members in the processing of agent commissions. Gathers, verifies, and organizes completed documentation to facilitate the processing of commission payments through Accounts Payables.
- f. Maintains electronic and physical filing systems containing all documentation related to commission payments.
- g. Maintains and updates commission charts, reports, and other data on an ongoing basis.
- h. Data enters information into accounting modules of the ERP system, as necessary.
- i. Follows-up with agents to verify information or to receive missing information. Provides updates and responds to agents’ inquiries, as necessary.
- j. Sends commission chart to agents or internal staff, and responds to all agent inquiries related to the calculation and payment of commission.
- k. Retrieves data from the ERP and CRM systems.

**2. Provides support in the administration of agent agreements, department invoices, and general administrative services (15%):**

- a. Prepares and issues agent agreements in accordance with department workflow; as required, review internal requests for new agent agreements and renewals.
  - b. Collects and compiles required information to prepare agent agreements to final execution by obtaining required approvals and signatures.
  - c. Prepares forms associated with payment of department invoices. Reviews and verifies external vendor invoices related to department operations comply with existing service agreements and College policies. Prepares, codes and completes accounts payable forms.
  - d. Produces statistical and information reports, including agent performance reports.
- a. Enters study permit information for international students into the College student information system.
  - b. Conducts research on competitive institution tuition and pricing.
  - c. Provides occasional administrative support for the Director.
  - d. Respond to enquiries and providing information regarding College accounting processes, guidelines and procedures.

**3. Performs other duties as assigned.**

**Organization Chart:**



**E. Qualifications Required:**

Education & Experience:

- Completion of one (1) year business certificate or equivalent, plus additional specialized coursework in financial accounting.
- Two (2) years of related accounting experience within a computerized accounting software environment, preferably from an institutional or post-secondary background.
- An equivalent combination of education and experience may be considered.
- Experience with an integrated enterprise resource planning (ERP) environment (e.g. Banner, Peoplesoft,) and customer relationship management (CRM) systems.
- Knowledge of post-secondary policies and procedures preferred.
- Knowledge of international education sector marketing and recruitment activities an asset
- Sound knowledge of accounting practices, financial reconciliations, and accounts payable.
- Advanced proficiency in the use of Microsoft Excel, including programming formulas, statistical reports, and macros preferred.

Position Title: Commissions Assistant

Position #: INED56

Page 3

Skills & Abilities:

- Effective interpersonal skills including the ability to communicate effectively in English, both verbally and in writing, to others.
- Work and communicate effectively with various groups from various cultural backgrounds and whose first language may not be English, in obtaining and conveying information about policies and procedures,
- Maintain effective working relationships with customers, employees, students, vendors, and other external agencies.
- High degree of analytical accuracy, professional judgment and dependability.
- Sound decision making, analytical, problem solving and organizational skills.
- Ability to exercise tact and diplomacy.
- Maintain confidentiality in working with students and/or employee information and files.
- Ability to multi-task, maintain accuracy, and meet deadlines in high volume environment.
- Ability to create spreadsheets; utilize databases and word processing software; maintain records, files, and statistical reports with accuracy and attention to detail.
- Effective organizational and time management skills in meeting deadlines and working with frequent interruptions and heavy workloads at times.
- Exercise initiative in contributing input into improvement to departmental operations and service to clients.
- Ability to work independently with minimal supervision and as part of a work team.
- Ability to learn and adopt new technologies and applications.
- Intermediate to advanced proficiency in the use of computer applications such as word-processing, spreadsheet, and database software in a Windows environment.
- Minimum 50 wpm.

**F. Supervisor's Review:**

I agree that the above accurately describes the duties and responsibilities of this position.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Supervisor/Administrator of position)

**G. Human Resources Approval:**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Human Resources Consultant)

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