1. POSITION IDENTIFICATION

<table>
<thead>
<tr>
<th>Department Name:</th>
<th>SFU Document Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Number(s):</td>
<td>121551</td>
</tr>
<tr>
<td>Current Position Classification:</td>
<td>Clerk, Gr. 7</td>
</tr>
<tr>
<td>Department Position Title:</td>
<td>Customer Services Representative/Finance Clerk</td>
</tr>
<tr>
<td>Evaluating Supervisor's Title:</td>
<td>Manager, Customer Service &amp; Administration</td>
</tr>
<tr>
<td>Date Completed:</td>
<td>May 30, 2017</td>
</tr>
<tr>
<td>Part 1 is being completed by:</td>
<td>☒ Evaluating Supervisor</td>
</tr>
</tbody>
</table>

2. POSITION SUMMARY

A summary of the major functions of the position in three or four sentences.

Provides excellent customer service to clients by consulting and assisting them with their print requirements and identifying Document Solutions products and services that will best meet their needs. Provides front counter customer service support at the Burnaby Campus and meets with clients at all SFU locations as required. Coordinates all print requests for production through the Customer Service Supervisor and team leaders to ensure that delivery schedules and quality expectations are met at all times. Provides cost estimates for basic jobs and produces production reports using the Print Management System. Performs general financial assistance and duties for Document Solutions, including: responding to telephone, email, in-person, or written financial and accounting enquiries; assisting with the tracking of departmental budgets, accounts reconciliation and reporting; preparing financial documents and forms (e.g., financial memoranda, quotes, purchase requisitions, invoices, charge-back notices, journal vouchers, etc.); reviewing monthly departmental roll-ups from the Finance Department; processing and monitoring the accounts receivables/payables; preparing and delivering deposits of revenue in the form of cash and cheques; and administering petty cash for the department. Assists the Manager in coordinating various administrative meetings, attends financial or budget meetings, and records informal meeting minutes as required. Performs other duties consistent with the job description and position title, on request.

3. MAJOR FUNCTIONS

List the duties and responsibilities of the position in order of frequency (i.e., (D) Daily; (W) Weekly; (M) Monthly; (S) Semester)

Customer Service

Provides knowledgeable customer service to Document Solutions customers at the front counter or by telephone/email by consulting with them on their requirements and by identifying and recommending Document Solutions’ products and services that will best meet their needs for production of educational and promotional materials while being the most cost-effective. (D)
Liaises between customers and Document Solutions as determined by customer schedules and business needs in order to provide a high degree of service to customers. Provides instruction to customers on the creation and submission of digital files to Document Solutions print servers. (D)

Recommends to the customer paper type, materials, processes and binding methods based on customer business needs/applications and budget to effectively produce print material within the budgeted cost and meet the delivery schedules. (D)

Produces accurate print and work estimates to clients for basic jobs (e.g. uncomplicated duplicating, digital black and white copying and colour copying/printing), and processes work orders by entering the job specifications into the Print Management System. Reviews all work orders to ensure that the information received is complete and accurate prior to creating job tickets. Identifies discrepancies and consults and reviews with customers to avoid costly errors. (D)

Reviews job specifications and compares with the proof copy prior to processing jobs that are complicated in nature such as large press work (2, 4 or 6 colour press jobs which may need vanish, external bindery and pre-press work). Resolves any variances prior to processing to eliminate customer complaints and dissatisfaction. Assembles all pertinent information and submits the job to the estimator for costing. (D)

Maintains contact with customer by phone, e-mail or in-person about the status of job delivery times, proofs, digital file issues etc. Follows the job throughout the print process to minimize errors and delays in meeting timelines and to ensure that the job is consistent with the customer's schedule and expectations. Monitors status of the work-in-progress, estimating out and completed jobs by reviewing current work-in-progress reports from the Print Management System. (D)

Reviews customer work orders and determines if the correct paper stock is on-hand prior to submission of job to the production area. Coordinates delivery and submission of the job to the production area for printing. Reports any customer concerns or problems to the Director and recommends solutions resolve the problems. (D)

Monitors Digital Multifunction (MFD) copier fleet performance and productivity by visiting internal departmental customers on all 3 campuses once every 3-6 months to ensure customer satisfaction and copy quality is at optimum level. Reviews discrepancies with customer and makes suggestions for optimum performance. Maintains a list of all MFD and Printers managed by Document Solutions, including MFD/Printers details and customer and IT contact and account numbers used to process monthly charges. (M)

**Financial/Budget Administration**

Responds to telephone, email, in-person, or written financial and accounting enquiries; liaises with Financial Services (Accounts Payable, Procurement, Research Accounting, Accounts), Student Services Student Accounts, or various other SFU departments to resolve routine problems by contacting the appropriate person, outlining the problem, taking the appropriate action to resolve the issue; consults with Manager on complex or irregular enquiries for further instructions or clarifications. (D)

Assists Manager with the tracking of Departmental budgets and accounts reconciliation and reporting. (D)

Monitors departmental financial activities (e.g., budget transactions, budget planning; payments, transfers, revenues and expenditures, deposits and expense transactions, book orders, procurement purchase requisitions, courier and printing chargebacks, etc.) and obtains information regarding the status of transactions or requests using SFU’s online Financial Application Support Tool (FAST), Financial Information Navigational System (FINS), and eJV-online journaling.

Compiles or generates financial reports using software, web-based systems, or online systems (i.e., PeopleSoft, FINS, FileMaker, Word, Access, Excel) as requested. Locates errors in financial reports and in the reconciliation of figures on respective databases and investigates source of the discrepancy by calling or e-mailing Financial Services. Takes appropriate action to resolve or correct errors, and/or provides reports to the Manager on discrepancies, reconciliations and transactions updates, etc., as well as items for daily or weekly (and/or semesterly) follow-up. (D)
Prepares accurate financial documents and forms (e.g., financial memoranda, quotes, purchase requisitions, invoices, charge-back notices, journal vouchers, deposit summaries, business and travel claims, and related correspondences, etc.) for review by the Manager using standard software systems (i.e., Word, Excel, FileMaker), web-based/online systems (e.g., PeopleSoft-SIMS, FINS, Peoplesoft/HAP; FAST; other SFU systems and online platforms), and occasionally paper-based systems. Checks that correct account number(s) is (are) used and ensures completeness before seeking Manager's approval. Photocopies/scan forms and back-up documentation for budget files and forwards original paperwork as appropriate to Financial Services or other recipients as directed. (D)

Prioritizes, processes, and monitors the accounts receivables/payables in order to ensure the efficiency and accuracy of all transactions, the resolution of problems, and to facilitate favourable supplier. Reports progress, concerns and suggestions to the Supervisor. (D)

Codes invoices with vendor numbers, references voucher numbers, writes notations on invoices, and inputs the information into the online printing system (i.e., Webcrd). Matches credit notes to requests for credit, calculates foreign currency, and ensures that credit is applied against purchases. Codes appropriate invoices and forwards to the Finance Department where necessary. (D)

Creates and maintains hardcopy files (i.e., departmental, students, financial, etc.) and maintains office filing; ensures documents to be filed are placed in the appropriate location and in the correct order; and updates filing databases (i.e., Excel, FileMaker) on a regular basis. (D)

Monitors invoice and credit suspense files by ensuring documents are current; follows up by tracing inbound and outbound shipments and paper work to ensure payments to suppliers and credit notes are received within appropriate deadlines. (W)

Generates reports for the monthly revenues and chargebacks. Ensures these reports are on time, accurate and follow department financial procedures. Creates appropriate files/folders to facilitate uploads of the chargeback reports via the SFU Finance online platforms (e.g., FAST, FINS, etc.) and maintains proper financial records for these reports. (W)

Coordinates accurate time and absence reporting on the department’s weekly payroll sheets for up to 10 Document Solutions employees. (W)

Attends financial or budget meetings and records informal meeting minutes as required. (W)

Reviews monthly departmental roll-ups from the Finance Department to ensure accurate recording of cost, retail, and that the correct accounts are credited/debited. Reports any discrepancies to Management and follows up with the Finance Department for correction. (M)

Provides backup for all charges (e.g., work orders, invoices, or monthly statements) to departments and research accountants and responds to queries regarding charges on their account so they can reconcile their monthly commitment reports properly. Prepares journal vouchers for departments being billed and/or credited; obtains authorized signatures and forwards to Finance for transfers to be completed. (M)

Monitors capital and extended special purpose budgets and reconciles expenditures and revenues against entries in FAST. Reports any concerns or discrepancies to the Manager. Prepares chargeback memos as required. (M)

Researches and obtains quotations for equipment and capital purchases from both on-site and externally; completes purchase orders or prepares on-line purchase requisition using FINS for approval by Manager; copies paperwork and sends to Procurement for conversion to Requisition/Purchase Order; follows up with SFU Procurement or vendor as needed. Collects and attaches any required documentation and obtains authorization signature for the Manager before forwarding copies to the vendor and Financial Services. Reviews and provides updates to Manager regarding customs and brokerage inquiries. Assists with customs and brokerage payment processing. (M)
Reviews Document Solutions purchasing card statements for accuracy; calculates to Canadian currency where applicable; verifies and reconciles purchases using the department’s financial application CentreSuite and allocates purchases to correct account codes. (M)

Prepares deposits of revenue in the form of cash and cheques by completing a deposit form, obtaining approval from the Manager and taking the deposit to the Bookstore for credit to Departmental accounts. (M)

Administers petty cash for the department by disbursing funds, reconciling receipts against balance, summarizing expenditures, completing voucher to replenish funds as necessary with the approval of the Manager. (M)

Liaises with external entities such as vendors, sponsors, government and community organizations on financial queries or financial or contractual arrangements; and/or billing and reconciliations. (M)

Assists the Manager to generate budget transfers requisitions. (S)

Assists the Manager in coordinating various administrative meetings; books rooms; prepare materials as needed; transcribes or take minutes when required. (S)

Recommends, develops, and implements procedures to operate and improve procedures/systems within the Accounts Department. Maintains and updates the procedural manual for CSR/Finance Clerk on an on-going basis. (S)

### 4. MINOR FUNCTIONS
List duties and responsibilities that occur annually and periodically throughout the year.

Coordinates open house and tours for customers to better relationship and promote new service offerings.

Completes department computing IDs or email accounts renewals form for Manager to review and approve.

Performs other duties consistent with the job description and position title on request

### 5. LEVEL OF INDEPENDENCE
Check one box that best describes the level of independence that can be exercised within the position by a fully trained employee.

☐ a) Work is provided with specific instructions describing how and when it should be completed.

☐ b) Work is provided with general instructions. The employee makes choices about how the work will be completed within deadlines.

☒ c) Work is self-directed by the employee. The employee determines what work needs to be completed and when it should be completed to meet deadlines.

☐ d) Work is assigned on a project-by-project basis in the form of broad objectives. The employee evaluates what work needs to be completed within general time frames. Provide examples of project work:
6. **TRAINING EXERCISED**
If the position provides training, check each description that applies.

☐ a) Not required to provide training to other individuals.
☒ b) Explains how work is performed in his/her own position to individuals in other positions performing the same or similar work (includes training replacement employees).

☐ c) Provides one-on-one specialized training to other individuals. Considered a specialist in a particular area or field of study. Positions at this level may be designated as the resident department expert.

☐ d) Provides one-on-one training to individuals in other positions. Must have a good understanding of the work of the other positions. Positions at this level may be designated as group leaders or work leaders.

☐ e) Conducts training seminars for groups. Training seminars are normally scheduled and follow a prescribed format. May also develop or assist in the development of training seminars.

7. **DIRECTION EXERCISED**
Check each description that applies.

☒ a) Not required to provide direction to other individuals.

☐ b) Assigns and/or checks work of other individuals.

☐ c) Schedules, assigns, and checks work of other individuals.

☐ d) In addition to C, establishes work priorities for a unit.

☐ e) In addition to C and D, guides project teams.

8. **INTERNAL AND EXTERNAL CONTACTS**
List internal and external contacts (i.e., specific positions within own department, other departments, students, faculty, on/off campus vendors, etc.), the duration of each contact (i.e. less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time), and the frequency of each contact (i.e. occasional, frequent, or continuous).

<table>
<thead>
<tr>
<th>Type of Contact</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>University staff (Print buyers)</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Departmental Copier users</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>External vendors</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>External Printers/service bureaus</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Financial Services staff (Payment Services, Procurement, etc.)</td>
<td>&lt;1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Customers</td>
<td>&lt;1 hour</td>
<td>Frequent</td>
</tr>
</tbody>
</table>

9. **IMPACT OF ERRORS**
Common Errors: Provide a few examples of the most common errors which normally occur in the performance of the work.

- Entering incorrect information onto work orders, resulting in the printed material not meeting customer's requirements.
9. IMPACT OF ERRORS
Common Errors: Provide a few examples of the most common errors which normally occur in the performance of the work.

- Providing incorrect estimate for a job, resulting in job being under/over charged.
- Entering inaccurate cost centre on work order, resulting in wrong department being charged.
- Ordering the wrong paper weight, color, grain type, resulting in delayed production and added costs.
- Account/vendor coding errors
- Data entry errors (e.g., date, numbers, amount)
- Under/overpayment of invoices
- Errors in deposits

Uncommon Errors: Provide a few examples of most uncommon errors which infrequently occur in the performance of the work.

- Press printing or digital printing.
- Inputting data into the incorrect year at year-end
- Crediting or debiting the wrong accounts
- Missing an accounting deadline
- Incorrectly reconciling accounting detail

10. EFFORT
Describe concentrated periods of auditory (hearing/listening); visual (seeing); perceptual (understanding/comprehending); and physical dexterity (finger/hand movements, eye/hand coordination, lifting, carrying, pushing, pulling, reaching etc.). For each example of effort, indicate the concentrated duration (less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time) and frequency (occasional, frequent, continuous).

<table>
<thead>
<tr>
<th>Type of Effort</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perceptual – reviewing documents, writing, problem solving, reconciling accounts, etc.</td>
<td>1-2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Auditory- Talking on phone, responding to enquiries</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Auditory- Taking meeting minutes</td>
<td>1 – 2 hours</td>
<td>Occasional</td>
</tr>
<tr>
<td>Visual – working on computer, writing/recording account information, reviewing documents processing work orders, etc.</td>
<td>1 - 2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Physical dexterity - working on computer, typing, stamping invoices</td>
<td>1 - 2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Mobility (standing, walking, crouching, sitting, twisting)</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Non-confined sitting</td>
<td>1 – 2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Lifting, carrying</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
</tbody>
</table>
11. WORKING CONDITIONS

a) Describe the place(s) where work is performed such as office environment, laboratory, outside work site, etc. Also identify the number of hours (of the total hours worked per week) spent in the place(s).

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours spent as a total of hours worked per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Solutions (Print Shop) Maggie Benston Centre Level 7 Rm 0000</td>
<td>35 / 35 hours</td>
</tr>
</tbody>
</table>

Uncomfortable Conditions

<table>
<thead>
<tr>
<th>Condition</th>
<th>Frequency of Exposure (Occasional, Frequent, or Continuous)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Noise</td>
<td>Frequent</td>
</tr>
<tr>
<td>Interruptions</td>
<td>Frequent</td>
</tr>
<tr>
<td>Odors</td>
<td>Frequent</td>
</tr>
</tbody>
</table>

b) Describe any potential health or safety hazards etc. and the frequency of exposure of each hazard. (e.g. dealing with complaints and/or verbal/physical abuse; noise levels that interfere with normal speech/hearing; toxic gases or materials; dangerous chemicals, combustibles, radioactive material; repetitive arm, finger, wrist movements or other activities that may result in a physical injury; high speed, pressurized equipment; high voltage; heights above five feet; bio-hazardous wastes, body fluids, etc.)

Potential Health or Safety Hazards

<table>
<thead>
<tr>
<th>Condition</th>
<th>Frequency of Exposure (Occasional, Frequent, or Continuous)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keyboarding</td>
<td>Frequent</td>
</tr>
<tr>
<td>Dealing with complaints and/or verbal abuse</td>
<td>Occasional</td>
</tr>
</tbody>
</table>

12. CONTINUING EDUCATION
Check each description that applies.

☐ a) Does not require any continuing education.
☒ b) Requires learning new university/department related procedures and/or methods.
☒ c) Requires learning new procedures and/or methods acquired through reading non-university/department publications.
☐ d) In addition to B and C, requires registration in formal seminars, training sessions, workshops, conferences, etc.
☐ e) In addition to B, C, and D, requires registration in post-secondary courses (one semester/equivalent).

13. QUALIFICATIONS
Minimum required to satisfactorily perform the work.

Formal education qualifications: identify the highest level of formal schooling required.

High School Graduation and one year of post-secondary education, including formal training in bookkeeping/accounting procedures, spreadsheet, word processing and database applications, and office practices.
13. QUALIFICATIONS
Minimum required to satisfactorily perform the work.

In addition to formal education, identify the certification or program of study required.

In addition to the above qualifications, the number of years of minimum experience are:

☐ 3 Years of related experience including Digital and Traditional Print/Marketing experience

Check one:

☒ An equivalent combination of formal education, certificate/program of study and experience is acceptable.
☐ An equivalent combination of education, certificate/program of study and experience is not acceptable because: (please explain)

Occupational Skills: Identify skills specifically required to perform the work of the position.

- 55 wpm keyboarding speed with a high degree of accuracy
- Good knowledge of all aspects of print operation and procedures (e.g., PrePress, Press, Digital black and white and color printing, digital and variable printing, Finishing/Bindery)
- Basic knowledge of various paper stocks, weights, grains and textures
- Good knowledge of standard bookkeeping and accounting practices and principles
- Good knowledge of manual and computerized record-keeping systems and concepts
- Ability to use standard word processing, email, database, and spreadsheet applications, and online print ordering systems (e.g., SFU Connect, Word, Excel, FileMaker, Webcrd, etc.) at an intermediate level
- Ability to use standard financial information systems (e.g., FAST, FINS, CentreSuite, etc.) at an intermediate level
- Ability to manage major print projects consistent with customer requirements
- Ability to perform arithmetic calculations with a high degree of accuracy
- Ability to organize, multitask, and prioritize own work
- Ability to complete a high volume of work within deadlines
- Ability to maintain records with a high degree of accuracy
- Ability to exercise mature judgment, initiative and resourcefulness
- Excellent interpersonal and customer service skills
- Excellent communication skills (oral and written)
- Excellent organizational skills
- Excellent analytical and problem-solving skills.

Occupational Requirement(s): Identify non-skill requirements to perform the work such as ability to work shifts and/or be on-call; ability to travel periodically outside the lower mainland; have a valid driver’s license; ability to lift, move or carry equipment or materials over 10 kg; etc.

Ability to lift up to 25kg.
Ability to work shifts and/or be on-call.
Ability to arrange transportation to travel between all three campuses (Burnaby, Surrey, and Vancouver) for work every 3-6 months.