1. POSITION IDENTIFICATION

Department Name: Bookstore  
Position Number(s): 1027, 64510  
Current Position Classification: Clerk, grade 7  
Department Position Title: Senior Accounts Clerk  
Evaluating Supervisor’s Title: Financial Analyst, Ancillary Services  
Date Completed: September 12, 2014  
Part 1 is being completed by:  
☐ Employee  
☒ Evaluating Supervisor

FOR USE BY HUMAN RESOURCES

Classification & Grade Approved: Clerk, grade 7  
Effective Date: September 12, 2014  
Approved by:  
Next Review: ---

2. POSITION SUMMARY

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

Provides centralized accounting services for all SFU Bookstore locations by prioritizing, processing, and monitoring the accounts receivables/payables using manual and computerized systems; maintains accurate and current data in the integrated retail operating system as well as generates computerized and manual reports. Trains, assigns and checks the work of clerical support staff; reviews and reconciles the internal cash-up/deposits for the Bookstores and the day-to-day banking services for University departments.

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)

1. Reviews the day-to-day banking services for the University, including the internal cashier services for all Bookstores, as well as university-wide bank deposits, department deposits, petty cash reimbursements, change requests and all other related cashier services. When discrepancies are found, must review mid-month and month-end spreadsheet summaries detailing sales, voids, refunds, etc. and/or actual receipts, to determine and correct errors by making appropriate debits/credits, journal entries etc. (D)

2. 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 terms and enhance the integrity of the stores relationship with the University Finance Department. Reports progress, concerns and suggestions to the Supervisor. (D)
3. Trains, assigns, and checks the work of the assigned clerical staff (continuing, part-time and/or temporary) in the comparison and matching of invoices/credit notes to related documents such as packing slips, purchase orders, and requests for credit, in order to meet appropriate payment deadlines. Reports progress concerns and suggestions to the Supervisor. (D)

4. Codes the invoices with vendor numbers, references voucher numbers, writes notations on invoices, and inputs the information into the integrated retail operating system. 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)

5. Organizes, maintains, and monitors Bookstore accounts filing system. Trains assigned staff (continuing, part-time and/or temporary) by demonstrating and assigning the tasks of processing invoices, filing and file maintenance, and by organizing and tidying the Accounts Department. Reports concerns and suggestions to the Supervisor. (D)

6. Provides comprehensive customer service by responding to Bookstore staff, customer and vendor requests, interpreting and communicating Bookstore policies and procedures, and answering telephone queries in order to facilitate operations and meet the needs of other departments in the Bookstore and the University. (D)

7. Provides invoice copies to departments and research accountants and responds to queries regarding charges on their account so they can reconcile their monthly commitment reports properly. (M)

8. Verifies daily receipts, cashier floats, and main float by reconciling cash register totals with cash, cheques, charges, and refund forms. Reconciles daily charges against totals from electronic credit card terminals. Consolidates and files charge slips, invoices and department charge forms. Transmits daily credit deposits to bank using electronic credit card terminal. Enters daily totals into computerized spreadsheet to maintain monthly records. Submits deposits to the Bookstore Banking Services Department. (D)

9. Maintains computerized inventory systems by: entering, editing, sorting, and deleting database records as directed; producing computer generated reports; and using a scanner to record and upload inventory counts to keep the Sequoia retail system accurate and current. Investigates and corrects discrepancies for on-hand inventory in the data base and liaises with support staff when problems with computerized inventory system occur. Provides verbal and written input and recommendations to Management in order to enhance system operations, run computer reports, and maintain system data. (D)

10. Reviews supplier statements by verifying quantity received, price, and discount with Bookstore buyers, stock clerks, and/or suppliers. Communicates with suppliers by phone, fax, or letter to request copies of documents or payment of unused credit in order to reconcile and resolve account problems. (W)

11. Communicates with SFU’s custom broker (e.g., Livingstone) as required regarding invoice/shipment discrepancies (e.g., missing stock, missing invoices, missing paperwork, etc.) for SFU Bookstore orders. Resolves discrepancies, and reports or elevates concerns to Management. (W)

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

13. Creates and maintains excel spreadsheets and reviews/corrects data on the sales reports for Burnaby, Vancouver and Surrey Bookstores, to ensure their accuracy prior to upload. Creates appropriate files/folders to facilitate uploads of the sales reports via the Wagner Peoplesoft portal. (W)

14. Updates, files and creates new excel reports to accurately track: markdowns; refund volume; POS transaction volume; gift certificate activity; banking services activity; and inventory returns to vendors, for all Bookstore locations. (W)
15. 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, University departments and external clients; takes appropriate action to resolve or correct errors, including completion of departmental journal vouchers and electronic journal vouchers to ensure accounts are kept in order. (M)

16. Administers the petty cash fund by reimbursing staff as required, completing petty cash vouchers and attaching receipts; prepares summary sheet to balance with $100 float to obtain reimbursement from University Banking Services; records and compiles transactions using a spreadsheet and forwards to Finance for distribution of debits to correct accounts and object codes. (W)

17. Coordinates accurate time and absence reporting on the department’s weekly payroll sheets for up to 125 Bookstore employees.

18. Follows up on all outstanding returns by providing appropriate documentation to facilitate the issuing of credit notes, cheques or merchandise. Maintains an accurate record of the returns variance between request for credit and amount of credit received by itemizing differences on Returns Variance Form and creates journal voucher(s) to record entries. (M)

19. Reviews Bookstore purchasing card statements for accuracy; calculates to Canadian currency where applicable; creates a journal entry for the invoices. (M)

20. 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)

21. Contacts customers with NSF cheques and NSF internal transactions by phone or by e-mail in order to collect money that was not taken from the original charge. Verifies with monthly commitment report that secondary charge has gone through without NSF problems; otherwise will contact customer again until charge has gone through successfully. (W)

22. Prepares journal vouchers for departments being billed and/or credited (e.g. freight charges, purchases, sponsorships, sales commissions, and reimbursements); obtains authorized signatures and forwards to Finance for transfers to be completed. (M)

23. Recommends, develops, and implements procedures to operate and improve procedures/systems within the Accounts Department. (S)

24. Ensures department receives HST rebates by reviewing the monthly commitment reports and contacting Financial Services if significant discrepancies are noted to ensure the correct rebate is claimed from Revenue Canada. (M)

25. Prepares the year-end Excel spreadsheet report for all outstanding returns for which credits have not yet been received. (Y).

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4. MINOR FUNCTIONS

List duties and responsibilities that occur annually and periodically throughout the year.

Operates an electronic cash register, and electronic credit card terminal to enter customer purchases and returns. Distributes Bookstore/Tech Shop marketing material by offering it to customers and/or including it with bagged purchases.

Evaluates and approves cash, cheque and charge refunds and issues refund forms within Bookstore/Tech Shop guidelines. Writes receipts for customers needing detailed proof of purchase. Verifies availability of funds and/or
signing authority and completes appropriate paperwork for interdepartmental and external accounts. Processes invoices and credit notes.

Provides input at departmental and staff meetings.

Acts as liaison with management regarding concerns/changes to clerical and system procedures.

Opens, sorts, stamps, and files account department mail as required.

Maintains, files and organizes all accounting documents such as invoices, credit memos and vouchers, for easy access and auditory purposes.

Compiles and itemizes list of outstanding invoices/returns and forwards to the Finance department to meet year-end deadline.

Assists in taking inventory.

Trains replacements.

Represents the Bookstore at seminars and industry events.

Orders department charge cards.

Performs other duties consistent with the job description and position title.

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.
- [x] 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 evaluated 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.
- [x] 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).
- [x] 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.
- [x] 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>Bookstore staff</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Financial Services staff</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Customs brokers</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Suppliers/vendors/publishers</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Customers</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Auditors</td>
<td>&lt; 1 hour</td>
<td>Occasional</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.

- Account/vendor coding errors;
- Data entry errors (e.g. date, numbers, amounts);
9. IMPACT OF ERRORS
Common Errors: Provide a few examples of the most common errors which normally occur in the performance of the work.

- 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.

- 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>Non-confined sitting</td>
<td>1 – 2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Data entry/keyboarding</td>
<td>1 – 2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Stamping invoices</td>
<td>1 – 2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Reviewing documents for accuracy</td>
<td>1 – 2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Writing/recording account information</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Talking on the phone; responding to enquiries</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Filing</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Standing/walking</td>
<td>&lt; 1 hour</td>
<td>Occasional</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>Bookstore accounts department</td>
<td>35 hours/ 35 hours</td>
</tr>
</tbody>
</table>
11. WORKING CONDITIONS

b) Describe any uncomfortable and/or distracting conditions in the workplace(s) which an incumbent is exposed to on a regular basis and the frequency of the exposure. (e.g. interruptions, distracting noise, unpleasant odours, dust, drafts, inks, dyes, cleaning agents, toner for printers, temperature extremes, heavy dust conditions, wetness, fumes, vibrations, etc.)

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

c) 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.)

<table>
<thead>
<tr>
<th>Potential Health or Safety Hazards</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/verbal abuse</td>
<td>Occasional</td>
</tr>
</tbody>
</table>

12. CONTINUING EDUCATION

Check each description that applies.

- [ ] a) Does not require any continuing education.
- [x] b) Requires learning new university/department related procedures and/or methods.
- [x] 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 which includes courses in accounting and related software applications; spreadsheet applications.

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
13. QUALIFICATIONS
Minimum required to satisfactorily perform the work.

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.

- 50 wpm keyboard skills with a high degree of accuracy;
- Ability to use e-mail and spreadsheet applications (e.g. SFU Connect, Excel) at an intermediate level;
- Ability to use computer-based accounting systems and integrated retail operating systems (e.g., Peoplesoft, Sequoia Retail Systems) at an intermediate level;
- Ability to use word processing applications (e.g. Word) at a basic level;
- Ability to prioritize tasks/procedures;
- Ability to train, assign and check the work of others;
- Ability to work independently, and as part of a team;
- Ability to add, subtract, multiply, and divide numbers with a high degree of accuracy;
- Ability to complete a high volume of work within deadlines;
- Ability to legibly record information;
- Ability to maintain records with a high degree of accuracy;
- Good knowledge of standard accounting practices and procedures;
- Excellent organizational skills;
- Good problem solving skills;
- Good interpersonal and oral communication 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.

None.
# 14. APPROVAL AND REVIEW

**Evaluating Supervisor Approval:** Information provided in the job description accurately reflects the requirements of the position.

<table>
<thead>
<tr>
<th>Name of Evaluating Supervisor</th>
<th>Signature of Evaluating Supervisor</th>
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<tbody>
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</table>

**Date**

**Employee Review:** I have read and understand the requirements of the position.

<table>
<thead>
<tr>
<th>Name of Employee</th>
<th>Signature of Employee</th>
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</table>

**Date**