



IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Finance Officer, Revenue and Collections	
Position Number	Community	Division/Region
71-10542	Yellowknife	Income Security Programs / HQ

PURPOSE OF THE POSITION

The Finance Officer, Revenue and Collections is responsible for processing all funds collected within the Income Security Programs Division, covering all components of the receivables' cycle. The majority of this work involves the collection of student loans and communicating with students regarding the status of their loan balance and repayment terms, remission and suspension of loans.

SCOPE

Located in Yellowknife, the Finance Officer, Revenue and Collections (Finance Officer) reports to the Manager, Divisional Financial Services and maintains revenue and collection accounts of the Student Financial Assistance Program and other Income Security Programs, in accordance with legislation, program and financial procedures. The Finance Officer exercises spending authority up to \$25K.

Income Security Programs assist eligible Northwest Territories (NWT) residents to meet their basic financial needs and assists with post-secondary educational expenses through Student Financial Assistance (SFA) programs. The department of Education, Culture and Employment (ECE) administers approximately \$40M in assistance to NWT residents through a number of social and financial assistance-based programs.

The Student Financial Assistance Program provides funding to approximately 1500 students per year with a program budget of \$14M. As a result of audit and evaluation practices, overpayments of various income security program benefits must be collected.

The Finance Officer is required to interpret relevant legislation, policies and procedures and provides advice to the public, program delivery staff and management. The incumbent has



regular contact with the public, other service providers, ECE Corporate Services, educational institutions, contractors, and senior management.

Due to the financial assessment nature of the role, the Finance Officer will be required to notify students of their eligibility. Officers need to scrutinize all documents for validity, look for verbal and visual signs during client assessments, act and follow-up on tips provided by the community members and consult with colleagues, Managers and program staff.

The Officer experiences a high volume of inquiries regarding loan account status and balance, as well as high volume of workloads throughout the year, especially to meet SFA program statutory requirements. As such, there may be a regular requirement to work overtime.

RESPONSIBILITIES

1. Process all student loan accounts for the Student Financial Assistance Program (Loan setup, creation, maintenance).

- Create student loan accounts in the division's loan system, Loan Manager Plus.
- Ensure student loans are set up for repayment in a timely manner; this includes running scheduled reports and regular communication with students.
- Calculate monthly repayment amount, prepare amortization schedule and determine consolidated loan balances.
- Receive and record all payments (cash, cheques, payroll deductions, pre-authorized payments, online payments).
- Prepare general receipts, daily cash receipts and requests for invoicing.
- Process pre-authorized payment amounts for bank transmission.
- Meet with students to review files and discuss loan terms.
- Assess and determine eligibility for Applications for Loan Repayment Incentives (remission, zero percent interest and Northern Bonus).
- Maintain accurate and current records of student loan receivables.
- Ensure loan details are correct for transmission to the credit bureau.

2. Process loan collections/remissions for the Student Financial Assistance Program; including the assessment and approval of applications. (Payments/Remission of loans).

- Identify files that require loan collection action by running quarterly reports.
- Update the Case Management Administration System (CMAS) and Loan Manager Plus.
- Assess applications to determine eligibility and approve student loan remission requests.
- Assess applications and determine eligibility for other Loan Repayment Incentives including zero percent interest, and the Northern Bonus for both NWT and non- NWT students.



- Assess applications to determine eligibility for the debt management programs (Interest Relief and Reduced Payment Program).
- Receive and verify student transcripts.
- Receive and verify documentation confirming NWT residency.
- Verify remission document credits.
- Prepare remission list and submit for Commissioner approval.
- Prepare applications for approved remission and enter all remission documents to individual loan accounts.
- Prepare bi-monthly report for all pre-authorized loan payments.
- Perform monthly reconciliation between Loan Manager and SAM (PeopleSoft Financial). This includes collecting all relevant documentation on case file (electronic and paper) in consistent, accurate and timely manner.
- Recording loan details in Divisional database.

3. Ensure receivables are current and accurate for all Income Security Programs (Reconciliation).

- Process all receivables covering all components of the receivables cycle from financial coding through to final funds received for the Income Security Programs Division.
- Update the pre-authorized payments for bank transmission and record payments in the GNWT System for Accountability & Management (SAM).
- Perform principal/interest split calculations.
- Conduct semi-annual remission audits to verify students continued eligibility for loan forgiveness.
- Conduct semi-annual follow-ups with students who miss the application intake deadline for Loan Repayment Incentives.
- Prepare entries to reverse transactions for all NSF (non-sufficient funds) transactions.
- Prepare required entries for payment application and to adjust taxable benefits, obtaining approval from the Manager and forwarding to Financial Shared Services.
- Prepare amended T4A's as required.

4. Identify and prepare delinquent accounts for the Student Financial Assistance Program, ensuring the collection process is carried out in a timely manner. (Collections and delinquent accounts).

- Prepare first and final demand letters, in a timely manner, after 30/60 days of no payment on an account.
- Determine alternative payment terms with students and prepare briefing notes for senior management approval.
- Recommend payroll deductions to the Senior Finance Officer for clients employed by the GNWT.
- Prepare and ensure financial accounting on loans is accurate and making modifications as required.



- Maintain records of collection procedures for legal purposes.
- Prepare delinquent accounts for transfer to the Department of Finance, Financial Reporting and Collections Division, maintaining a record of payments, procedures, and results.
- Review and prepare journal vouchers for recoveries, loans and write offs from the government accounts, requested by the Department of Finance, Financial Reporting and Collections.
- Assist the Manager in preparing briefing notes and other reports requested by senior management.

5. Develop and maintain a collaborative relationship with partner departments and the public.

- Liaise with Student Financial Assistance delivery staff, ECE Management Services, Department of Finance, school officials and clients to obtain information or to explain regulations, policies and procedures.
- Assist the Manager in identifying enhancements and/or development requirements for the computerized accounting/record keeping system.
- Maintain a strong working relationship with Financial Reporting and Collections staff within the Department of Finance.
- Make presentations to schools, organizations, community groups and the general public about the program.
- Assist with duties of the SFA Student Case Officers and support as needed.
- Provide training to support casuals and new hires.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

Incumbent experiences situations involving hostile, angry or uncooperative clients, and may be subject to harassment in or outside of the workplace by individuals repaying their loan.



KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and/or the ability to acquire and apply knowledge of GNWT, ECE and division practices as they relate to customer service, allowable data requests, privacy and access to information, allowable use of electronic tools and financial accountability.
- Knowledge of and /or the ability to acquire knowledge of Loan Manager Plus, Case Management Administration System, and System for Accountability and Management.
- Knowledge of loan collection principles and practices.
- Analytical skills relating to reconciliation of financial data and the interpretation of data.
- Financial investigation skills including writing, empathetic listening, conflict resolution, providing feedback and interpreting verbal and non-verbal information
- Keyboarding, organizational, numerical, and proof-reading skills.
- Decision making, problem solving, calculating, record keeping and report writing skills.
- Skillful and respectful communication with students regarding the status of their loan balance and repayment terms, as well as responding to divisional inquiries about loan accounts.
- Written communication skills for such items as presenting remission recommendations, documenting transactions, and preparing correspondence.
- Phone communication skills to establish rapport, convey information, and obtain positive outcomes.
- Work collaboratively with the staff of Income Security Programs Division, Departmental Finance staff and Financial Management Board personnel.
- Time management skills to complete the processing of all payments within specified time frames at all steps of the process cycle. Reprioritizing work will be required.
- Computer skills, including familiarity with window-based programs, word processing, spreadsheet, communications software and basic troubleshooting.
- Ability to diffuse potentially contentious situations with students who are unable to make payments as outlined in the consolidated loan notice.
- Ability to process recoveries and collections, review and apply payments received, and determine revised repayment alternatives.
- Ability to acquire and apply knowledge of relevant GNWT, ECE and divisional legislation, policies and procedures.
- Ability to acquire and apply understanding of relevant Human Resources legislation, policies and procedures.
- Ability to acquire and apply knowledge of Student Financial Assistance and other Income Security Programs administered in the division.
- Attention to detail and accuracy, and the ability to differentiate good credit risks from potentially bad debt situations through credit reports.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.



Typically, the above qualifications would be attained by:

A Business Administration or Commerce post secondary diploma and one (1) year of relevant experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)
Level required for this Designated Position is:
ORAL EXPRESSION AND COMPREHENSION
Basic (B) Intermediate (I) Advanced (A)
READING COMPREHENSION:
Basic (B) Intermediate (I) Advanced (A)
WRITING SKILLS:
Basic (B) Intermediate (I) Advanced (A)
- French preferred

Indigenous language: Select language

- Required
- Preferred