#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Finance & Facility Booking Coordinator

**Job Number:** SO-451 | VIP: 1568

**Band:** OPSEU- 6

**Department:** Athletics & Recreation

**Supervisor Title:** Assistant Director, Customer Engagement & Operations

**Last Reviewed:**  April 26, 2023

#### **Job Purpose:**

Reporting to the Assistant Director, Customer Engagement & Operations, the Finance & Facility Booking Coordinator provides support for the effective financial operations of the department and manages the business systems (XplorRec Recreation Software). This position coordinates scheduling for all Trent Athletics programs and services and provides exceptional customer service to existing and prospective sport, special event, and other internal and external facility user groups. This position also oversees the ongoing management of the XplorRec system and coordinates the configuration of the system to support business operations for the department.

The Finance & Facility Booking Coordinator is primarily responsible of the oversight of all Athletic Centre bookings and the in-depth knowledge and use of related software (XplorRec) as it pertains to the business. Key lead in configuration and training on relevant recreation management systems.

This position is responsible for the effective and efficient allocation and utilization of Athletic Centre space for Fall, Winter, Spring and Summer periods. This involves working in collaboration with internal departments to ensure accurate conflict-free and effective space scheduling. Working directly with XlporRec this position analyses, evaluates, recommends, and develops functions within the software for better end user experience. As part of this work, the incumbent will prepare and maintain system documents, and operating procedures.

This position is directly responsible for bank reconciliation process, journal entries, requisitions, and tracking accounts receivable and payable. As well as providing administration support for Assistant Director with budget preparation and tracking for the department.

#### Key Activities:

##### Recreation Management Software Application

* Main departmental lead and oversees configuration of the recreation management software (“XplorRec”), including Creating new user accounts and setting permissions; coordinating staff training; updating general ledger accounts and inventory pricing; amending contract and other document updates; setting business rules; generating reports; the online registration system; and expanding use of functionality of the system to meet growing program needs.
* Responsible for accurately entering all program and booking information into XplorRec for the department, including: varsity schedules; campus recreation programs; sport & recreation programs; summer camp, group fitness and pool schedules; and internal and external rental groups.
* Participates in regular XplorRec focus groups and webinars related to software updates and development and provides recommendations on implementation, as appropriate, to maximize use of the software to support improved business operations.
* Works with other university departments to integrate processes, including IT, Finance, Parking, and Human Resources/Payroll.
* Responsible for Developing the standard policies and procedures for recreation management software for Athletics & Recreation Department. Provides interpretation of policies to other staff and customers.
* Maintains the integrity of the software system’s records by performing data management functions and routine maintenance and monitoring of tasks.
* Analyzes, evaluates, recommends, and develops new systems for problem resolution, expansion, optimization, or integration.
* Works directly with XplorRec support team to identify and resolve system issues and provides ideas for improvement within the system.

##### Financial

* Responsible for the accurate and efficient administration of financial processes for the department.
* Provides training to new hires on the procedures for purchasing, claiming expenses, submitting requisitions, and allocating visa payments, reviews budget inquiry tool and tracking requirements.
* Liaises with the University’s Finance Department to ensure that correct policies & procedures are followed and contributes to development of departmental procedures to ensure that a streamlined and accountable process exists within the department.
* Receives and processes all revenue daily; including review and reconciliation of all cash, refunds, petty cash, and point of sale transactions against transactions reported inXplorRec. Follows up with staff as appropriate to investigate and correct variances.
* Prepares daily revenue data transfer records to interface with the university’s financial system (Colleague), ensuring accuracy of data, including all online and in person transactions.
* Performs monthly Electronic Funds Transfer (EFT) to the bank for membership fees; runs reports in a timely manner for all rejected payments and follows up with the Sales Centre Guest Experience Agents for customer follow-up.
* Receives and verifies invoices and requisitions for goods and services and prepares purchase requisitions for approval; sends originals to Finance Department for processing; maintains accurate records for all accounts payable and vendors.
* Investigates details of transactions to determine the necessary adjusting journal entries required and creating correcting journal entries for approval. On a monthly basis, completes reconciliations and journal entries to record reconciling items for review by the Assistant Director.
* Utilizes XplorRec software to prepare invoices, monthly accounts receivable reports and maintains a system to monitor accounts receivable for all customers. Follows up with customers on overdue accounts.
* Assists in budget preparation and tracking by entering financial data into budget templates and in-year tracking templates; prepares financial data to assist in analyzing and preparing budget projections and prepares reports for the Assistant Director.
* Prepares bank deposits and delivers to university Finance Department.

##### Facility Bookings

* This position coordinates the facility rental sales program and proactively promotes facility spaces with internal and external clients and builds external relationships to achieve sales targets. Works with the Communications & Marketing Assistant to develop promotional campaigns to raise awareness of facility rental opportunities.
* Provides exceptional customer service to Trent student groups and customers, utilizing strong communication and problem-solving skills to manage all student & customer enquiries, requests, and complaints. Provides effective follow-up as required, adhering to the Athletics Department Customer Service Commitment.
* Responsible for administering the full cycle of the booking process: accepts bookings; enters bookings into XplorRec prepares contracts; issues invoices and collects payment.
* Facilitates appropriate pre-event coordination, including set-up requirements, equipment, cleaning arrangements, and additional staffing needs, and does post-event follow-up with rental customers and student clubs and groups.
* Key lead in establishing departmental facility booking systems and processes, including timelines and schedules for internal program bookings, and prepares daily and weekly run sheets.
* Prepares reports to track facility rental revenue sales revenue, facility utilization and analysis.
* Leads weekly facility booking meeting with Departmental staff to review upcoming events and facility set-up requirements and works with staff to plan proactively to avoid any double-bookings or conflicts and ensure that facility space is optimized.
* Represents the Athletics & Recreation Department on inter-departmental planning committees at the university related to event planning, special events, and facility bookings.

##### Customer Service

* Promotes a positive, professional image for the Department of Athletics & Recreation and provides consistent, high-quality customer service to all customers in a timely fashion, using the departmental Customer Service and Quality Service Standard guidelines.
* Develops collaborative and cooperative relationships with internal and external stakeholders and customers.
* Consistently demonstrates positive, effective communication skills and interactions and proactively shares information with staff team and other areas of the university, as appropriate. Utilizing the XplorRec software, investigates and makes recommendations on the configuration and implementation of features to support an enhanced customer experience.

##### Student Staff/Human Resources

* Primary responsibility for hiring, supervising, and training student staff to support administrative, financial and facility booking functions by creating and posting job descriptions, conducting interviews, completing employment contracts, and training.
* Determines appropriate schedule for student staff based upon departmental needs.
* Ensures that student staff hours are recorded properly for payroll completion and budget tracking.
* Develops training manuals for all staff and works with other departmental staff to ensure that comprehensive training and procedural manuals related to the use of XplorRec are in place for student staff (Sales Centre and Sport Centre).
* Trains student staff on XplorRec software and university and internal department procedures and participates in conducting training sessions for student staff in other program areas (i.e. Sales Centre, Sport Centre, Youth Development).

#### Education Required:

* University Degree or College Diploma (2 year) in Administration, Business, or Finance.

#### Experience/Qualifications Required:

* Minimum two (2) years’ financial and administrative experience.
* Minimum two (2) years’ experience in software application.
* Experience in coordinating facility space, rentals, and/or special event management.
* Strong project management skills, including experience developing and delivering staff training programs.
* Strong analytical skills with the ability to use sound judgement, problem-solving and decision-making skills.
* Intermediate skills in the application of Microsoft Office Suite (Word, Excel, PowerPoint).
* Working knowledge of finance/purchasing procedures and sound accounting practices.
* Excellent customer service skills with a desire to help meet the needs of customers.
* Excellent organizational skills. Ability to meet deadlines within constant changing environment and within changing priorities.
* Attention to detail and accuracy when performing mathematical calculations, preparing data or accounting information to avoid any financial errors.
* Demonstrated ability to work independently and as part of a team
* Ability to work evenings and extended hours as needed, for special events or during certain business cycles throughout the year.

#### Supervision:

* Supervise and direct the activities of student employees.