

JOB DESCRIPTION
BCGEU

1. Position No. 32128, 32060, 81793	2. Descriptive Working Title ACCOUNTS RECEIVABLE COORDINATOR		3. Present Classification FO 2
4. Branch CORPORATE SERVICES	5. Department FINANCE	6. Work Location Telework Eligible	Date Oct 2018; Revised Aug 2021
7. Position No. of Supervisor 80200	8. Descriptive Work Title of Supervisor SENIOR ACCOUNTING OFFICER (AR)		9. Classification of Supervisor AO 4
10. Job Summary			

Reporting to the Senior Accounting Officer (Accounts Receivable), the Accounts Receivable Coordinator monitors the collection activities for BC Housing's accounts receivables, initiates the collection of overdue accounts and accounts in default, and performs the full range of remittance processing functions throughout the year. He/she/they acts as an informational resource for BC Housing staff, non-profit societies and co-operatives in regard to collections. The incumbent assists in reflecting the debt under the Residential Tenancy Board, the Refund Set-Off program (RSO), Small Claims Court and, in conjunction with legal counsel, the Supreme Court if applicable, attends mediation/arbitration sessions and court hearings as required to conduct BC Housing's case against the debtor and/or to give evidence.

11. Duties:

1. Conducts monthly reviews of outstanding receivable balances to identify overdue accounts and analyze the collection activities for these accounts, including:
 - Amounts due from former Public Housing tenants for rent arrears and maintenance chargebacks
 - Audit arrears derived from current and former tenants living in non-profit/ co-operative housing, clients living in private accommodation in receipt of rent subsidy (SAFER and rent supplement clients) and current and former tenants of Directly Managed units
 - Monetary Penalties on home owners as generated by Homeowner Protection Office Branch
 - Corporate client accounts on miscellaneous charges including training, supplies, reimbursements and cost sharing arrangements.
2. Reviews aged receivable listings and identifies overdue accounts, as defined by the performance standards established for BC Housing
 - Distributes listings to the departments and staff who have responsibility for the collection of the accounts
 - Requests status update of the collection activity for overdue accounts
3. Maintains the collections database and documents the collections activity for all overdue accounts, including those sent to Canada Revenue Agency (CRA) for the Refund Set-Off (RSO) program. Updates regularly information on accounts
4. Provides advice and information to BC Housing staff relating to BC Housing's collections policies and procedures, collection guidelines under the Residential Tenancy Act and other legal statutes for the collection of debt
5. Administers the BC Housing's Remittance process:
 - Receives and processes remittances in the form of cash, cheques, money orders, electronic transfer funds, federal tax deposits and provincial funding deposits
 - Prepares bank deposit forms and arranges for deposit in accordance with company policy
 - Maintains accounting data and records by making copies, filing documents and entering data into the JDE1 financial system

6. Administers the Film Rental Location invoice process:
 - Prepares site location rental invoices along with cover letters to the film company
 - Maintains accounting data and records by entering data into the JDE1 financial system and attaching relevant supporting documentation
 - Applies film deposits to invoices and initiates refunds if necessary
 - Provide monthly reporting of unpaid invoices to the BC Housing's Film Department
 - Coordinate with the Supply Chain department in setting up address book numbers for new film companies
7. Manages BC Housing's outstanding receivables for Former Tenants and Audit Arrears.
 - Plans, organizes and carries out investigations of debtors to ensure overdue accounts are paid
 - Uses electronic databases and skip-tracing methods to investigate whereabouts of debtors and their assets.
 - Responds to inquiries and complaints from debtors and debtor's legal representatives.
 - Negotiates with debtors, lawyers, and bankruptcy trustees to arrange repayment terms or compromise settlements.
 - Initiates the collection of arrears and determines which accounts are to be placed with a collections agency, included in the RSO program or collected directly by BC Housing
 - Authorizes write-offs of former tenants' debt up to \$500 and makes recommendations, where applicable, to write off debts deemed to be uncollectible.
8. Processes ad-hoc requests on pre-authorized debits from client accounts that include adding, modifying and cancelling pending requests within the online banking system.
9. Generates invoices for commercial leases and other type of charges including audit arrears, training, supplies, reimbursement requests and cost sharing arrangements.
10. Performs netting requests whereby transactions in Accounts Receivable and Accounts Payable are netted together.
11. Tracks and reports cash receipts that relate to the Housing Hub program.
12. Places accounts with the Refund Set Off program
 - Selects applicable accounts for the RSO program
 - Collects required information and sends file to CRA.
 - Liaises with the Collections & Loan Management Branch, Ministry of Provincial Revenue and CRA for accounts in the RSO program
13. Takes accounts, as required, to the RTO, Small Claims Court, and Supreme Court.
 - Attends mediation/arbitration sessions and court hearings to conduct BC Housing's case against the debtor and/or give evidence
 - Requests garnishee orders, if applicable
14. Conducts other accounting activities including responding to accounts receivable inquiries from other departments and performing month-end and year-end accounting requirements as requested by the Accounts Receivable Supervisor
15. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

STAFFING CRITERIA

1. Position No. 32128, 82060	2. Descriptive Working Title ACCOUNTS RECEIVABLE COORDINATOR	3. Present Classification FO 2
4. Education, Training and Experience		

Diploma in business, accounting administration or other relevant field.

Considerable accounts receivable/collections experience in a high volume computerized financial accounting environment.

Sound experience using computerized accounting systems and advanced spreadsheets.

or an equivalent combination of education, training and experience acceptable to the employer.

5. Knowledge, Skills and Abilities

Core Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
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- Working knowledge of the principles and practices of accounts receivable accounting and debt collection
 - Working knowledge of legal collection and internal control issues
 - Working knowledge of legal proceedings in Small Claims Court and Supreme Court
 - Working knowledge of Debt Collection Statutes, Tenancy/Occupancy Agreements, Residential Tenancy Act
 - Working knowledge of the Goods and Services Taxes, Society and Cooperative Act
 - Working knowledge of mission-critical corporate enterprise applications such as JD Edwards Enterprise One (JDE1) system
 - Good research, investigative, analytical, and problem solving skills
 - Excellent communications and interpersonal skills, including the ability to work with difficult clients
 - Ability to organize work effectively and meet deadlines
 - Ability to work under pressure and adapt to new situations, methods and priorities
 - Ability to exercise initiative and good judgement
 - Ability to work as part of a team as well as independently with minimal supervision

6. Occupational Certification
