



## Job Specification

**Position Title:** FINANCE ADMINISTRATIVE ASSISTANT  
**Job Code:** OPSEU - Office Administration 09, 09OAD  
**Job ID:** 10311

### Purpose of Position:

To provide financial and administrative support to the unit related to the administration of funds under a range of OSAP Transfer Payment (TP) programs.

### Duties/Responsibilities:

Working independently under the supervision of the manager and with technical guidance from the Coordinator, the incumbent:

1. Gathers and processes cancelled cheques for all TP programs including updating the ministry's database system, preparing cancelled cheque deposit forms, ensuring deposit is made and entering cheque data into IFIS through Ontario Shared Services (OSS). Determines and carries out the process for requests to generate replacement cheques including conducting cheque trace process for lost/stolen cheques and contacting financial institutions to verify the validity of replacement requests. Contacts students directly to sign a Bond of Indemnity prior to requesting new cheque generation.
2. Processes default claims (student loans defaulted at the National Student Loan Service Centre (NSLSC) or bank are returned to the province). Reviews and assesses claims to verify accuracy and prepares proper documentation to recommend payment of the defaulted loan as loans are full guaranteed. Examines student bankruptcy files for completeness and files proof of claim with the Bankruptcy Trustees where the province is a creditor.
3. Reviews files to determine eligibility for Continuation of Interest Free Status for students by evaluating applications, determining whether applications are in accordance with program regulations and criteria and makes recommendations to the Coordinator in complex cases. Accesses computer mainframe system to enter and update data in the system.
4. Submits and monitors the payment process (Sachex) to request cheque generation for the full range of TP programs. Prepares correspondence accompanying cheques to provide explanations and interpretations of process or regulatory requirements or conditions.
5. Maintains liaison with the Collections Management Unit (CMU) of MGS to discuss student files held for collection including reviewing/investigating accounts to determine the facts of the case and resolving problems in conjunction with CMU, ensuring that provincial OSAP regulations and criteria are adhered to. Works with private collection agencies to determine needs when preparing requested backup loan documentation, ensuring proper peer review of all documentation to ensure consistency with privacy guidelines (e.g. all SIN identifiers have been removed).
6. Maintains liaison with CMU and private collection agencies regarding revenue refund processing cases where liens have been placed on a student's tax return for non-payment of loans. Reviews documentation for extenuating circumstances provided by students for full or partial relief from the refund lien and discusses and recommends resolution of complex cases to the Coordinator that deviate from established guidelines.
7. Reviews student files to reassess prior child care bursary or loan forgiveness overpayments and instructs prior students of requirements for appeal (i.e. provide tax returns that indicate child care expenses, other documentation that may be required) where files are with CMU due to no receipts provided. Sets up new overpayment accounts with CMU IFIS accounts receivable where no receipts are available.
8. Maintains ongoing contact with the Canada Student Loan Program and NSLSC to discuss and address questions and issues regarding student accounts including providing information and clarification of OSAP requirements and coordinating and resolving issues where both federal and provincial student loan programs are involved.
9. Prepares VIP responses to a variety of program issues and problems (e.g. from Collection

Management Unit of MGS, Canada Student Loan Programs, NSLSC) for own or Coordinators/Managers signature by investigating each case to gather information and composing responses to deal with procedural and legislative requirements of each case. Contributes to the development/modification of program financial guidelines as a member of working groups in conjunction with the Coordinator.

**Knowledge:**

Job requires knowledge of branch programs, policies and procedures for all programs administered under OSAP (e.g. loans, bursaries, scholarships) and related legislation and regulations to process cancelled cheques for all TP programs, review and assess default claims to verify accuracy, determine eligibility for Continuation of Interest Free Status for students and provide explanations of OSAP process or regulatory requirements and conditions. Job requires knowledge of financial and accounting procedures, practices and processes to prepare, review and process defaulted loans, ensure the payment process to institutions, banks and individuals, assess child care bursary and loan forgiveness overpayments and review tax refund relief cases. Job requires knowledge of the branch on-line computer system and related financial systems (e.g. IFIS) to input/access program data, enter cheque data into IFIS through OSS and determine and carry out the process for requests to generate replacement cheques including conducting cheque trace activities. Job requires knowledge of branch program and administrative processes and funded parties to review/investigate accounts held for collection to determine the facts of the case, maintain contact with the Canada Student Loan Program and NSLSC to discuss and address questions and issues regarding student accounts, prepare VIP responses to a variety of program issues and problems including dealing with procedural and legislative requirements of each case and contributing to the development/modification of program financial guidelines as a member of working groups. Job requires knowledge of current software applications (e.g. MS Word, Excel, IFIS, internet/intranet) to gather data and information, access financial and program data and prepare reports and correspondence.

**Skills:**

Job requires analytical and problem solving skills to process cancelled cheques for all TP programs, determine and carry out the process for requests to generate replacement cheques, assess claims to verify accuracy, prepare proper documentation to recommend payment of defaulted loans and discuss and recommend resolution of complex cases involving requests for relief from tax refund liens, ensuring confidentiality provisions are adhered to. Job requires analytical and research skills to gather data, assess the validity, accuracy and completeness of information, review and investigate accounts to determine the facts in cases of overdue account, review student files to reassess prior child care bursary or loan forgiveness overpayments and contribute to revised financial guidelines and procedures. Job requires planning and organizational skills to coordinate own activities, ensure legislative requirements and timelines are met, consult with/coordinate activities with funded parties, federal staff and CMU and perform various tasks throughout the OSAP processing cycle. Job requires communication, interpersonal and customer service skills to deal tactfully and courteously with students, officials and staff, explain processes and legislative requirements to students, institutions and banks, consult with/coordinate activities with CMU, private collection agencies, Canada Student Loan staff and NSLSC. Job requires computer skills to prepare a variety of correspondence and documents, enter/access data and conduct on-line processing of documentation. Ability to work independently and as an effective team member.

**Freedom of Action:**

Job requires working independently under the supervision of the Manager and the technical leadership of the Coordinator. Guidance is also available from ministry and OPS financial, administrative and TP policies, procedures, principles, practices and guidelines related to OSAP. Latitude for decision making exists in: determining and carrying out the process for requests to generate replacement cheques; determining eligibility for Continuation of Interest Free Status for students including evaluating applications to determine whether applications are in accordance with program regulations and criteria; recommending payment of defaulted loans; reviewing/investigating accounts sent for collection to determine the facts and recommend resolution; resolving issues with federal staff; and contributing to the development/modification of program financial guidelines; Work is reviewed by the Manager and/or Coordinator for soundness of recommendations and the application of and adherence to policies, practices and legislation and the adequacy of client service. Job requires referring matters to the Manager/Coordinator that vary from established policies and procedures (e.g. complex cases of tax refund relief, issues of non-compliance).