

CLERICAL ASSOCIATE (Customer Remittance System)

Location: Regina, SK

Position Type: Casual Part Time

Number of Positions: 1

Salary: \$24.59/hr - \$30.73/hr (will be determined based on education and experience)

Close Date: May 13, 2022

POSITION OVERVIEW

Responsible for processing customer payments daily and ensuring accuracy and timeliness. Processes direct mail through OCR/MICR machine and performs Data Correction and Balancing (DCB). Investigates and resolves all payment enquiries and errors. Ensures all types of Pre-Authorized Payments (PAP) customer information is obtained, updated, maintained and secured. Balances all cash and electronic customer payments while ensuring customer accounts are updated, timely and accurately.

TYPICAL DUTIES & RESPONSIBILITIES

(Not all inclusive or applicable to all assignments)

1. Accountable for same day processing of direct mail payments. Opens and sorts payment envelopes on mail machine and processes through automated OCR/MICR machine. Captures and encodes remittance items on AiDPS (Active Image Document Processing System).
2. Receives, investigates and resolves inquiries and discrepancies for internal and external customers.
3. Contacts external and internal customers to remediate payment issues and escalations.
4. Reconciles and balances EFT (Electronic File Transfer) payments with bank statement, and uploads these to the AiDPS for processing. Contacts business customers as well as internal departments when necessary to resolve payment issues.
5. Completes Data Correction and Balancing (DCB): validates the payee, cheque date, paid amount, account number and batch numbers.
6. Investigates and resolves incomplete remittance items, contacts external customer to obtain information and reprocesses it or mails it back to customer.
7. Reconciles and balances SaskTel Stores batch cash summaries. Contacts stores to obtain missing information. Prepares journals that are uploaded into SAP via AiDPS.
8. Works with external credit card processors to investigate and resolve credit card payment inquiries and customer escalations. Processes charge backs and ensures that reversals are debited to the Customer Accounts in billing system and the appropriate GL in SAP.
9. Accountable for resolving EDI (Electronic Data Interchange) payment errors. Investigates errors, prepares adjustments file and uploads to SAP via AiDPS.
10. Processes returned banking items and refund requests sent by various banks. Prepares journals that are uploaded into SAP via AiDPS.
11. Masks the MICR of the cheque images, runs reports, extracts postdated transactions and

archives all images. Balances OCR/MICR machine Cash Letter Recap report. Prepares deposit bundles and transmits to mainframe to update subscriber accounts.

12. Processes, maintains and updates customer applications and information for PAP payment options. Resolves PAP payment issues by contacting external customers.

13. Writes cheque requisition for overpayment, incorrect billed items and prepares journals for debiting account in billing systems and GL's in SAP.

QUALIFICATIONS

1. Level 30 Math and one post-secondary accounting class.
2. Keyboarding skills 20 wpm.
3. Working knowledge of personal computers and various software applications.
4. Working knowledge of SaskTel billing systems.
5. General knowledge of SaskTel System Accounts.
6. General knowledge of corporate structure.
7. General knowledge of bank policies and procedures.
8. Good communication skills and the ability to deal with others.

About SaskTel

SaskTel is the leading Information and Communications Technology (ICT) provider in Saskatchewan, with over \$1.3 billion in annual revenue and approximately 1.4 million customer connections including 639,000 wireless accesses, 289,000 wireline network accesses, 289,000 internet accesses, 114,000 maxTV subscribers, and 81,000 security monitoring customers. SaskTel and its wholly-owned subsidiaries offer a wide range of ICT products and services including competitive voice, data and Internet services, wireless data services, maxTV services, data centre services, cloud-based services, security monitoring services, advertising services, and international software and consulting services. SaskTel and its wholly-owned subsidiaries have a workforce of approximately 3,400 full-time equivalent employees (FTEs). Visit SaskTel at www.sasktel.com.

Thank you for your interest in SaskTel - we look forward to reviewing your applications!