IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Supervisor, Financial Operations (SFO)	
Position Number(s)	**Community(s)**	**Division/Region(s)**
97-9978	Yellowknife	Financial Services

PURPOSE OF THE POSITION

The Supervisor, Financial Operations is responsible for direct supervision operational performance of financial transactions processing activities of Accounts Payable /Accounts Receivable journal entries, vendor and customer maintenance. The role also oversees the collection and recording of assessment revenue from Northwest Territories and Nunavut employers, and the administration of disbursements under contribution agreements. The Supervisor ensures financial transactions follow strict internal controls and are processed efficiently through the organization's financial systems, including CAAPS, the accounting system, the invoice processing system, and corporate payment cards.

The Supervisor, Financial Operations ensures compliance with relevant legislation, regulations, policies and procedures, and is responsible for maintaining regular sub-ledger to general ledger reconciliations and the monthly and annual reconciliation of balance sheet accounts. The position exercises delegated payment authority and is accountable for the integrity of the transaction records supporting the corporate financial statements and the annual audit by the Office of the Auditor General.

The position provides backup coverage for the Senior Payroll Specialist and is cross trained in payroll and benefit transaction processing to provide continuity of service during absences.

SCOPE

The Workers' Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Northwest Territories and Nunavut, directed by a Governance Council through the President & CEO. The WSCC provides services to approximately 40,000 workers and 4,000 employers across both territories, processes over 3,000 claims annually, and is the only workers' compensation organization in Canada insuring workers across more than one province or territory. WSCC operations are located in Yellowknife and Iqaluit.

The WSCC promotes safe workplaces through education and prevention, and cares for injured workers through a system of no-fault compensation. The system is funded through the collection of assessments from employers and is governed by the *Workers' Compensation Acts* of the Northwest Territories and Nunavut.

The WSCC is committed to an environment free of racism and discrimination, where people feel safe when receiving services. This can be achieved by respectful engagement that acknowledges the importance of cultural differences and values Cultural Safety.

Located in Yellowknife, NT and reporting to the Manager, Financial Operations, this position works as part of the financial operations team to provide services to all divisions of the WSCC in both the NT and NU, ensuring that expenses and revenues are prepared, verified, properly authorized, coded and processed, and that all supporting documents are reviewed, audit-ready and compliant with policies and regulations.

The WSCC's in-house claims management and revenue system, the Compensation, Assessment and Accident Prevention System (CAAPS), integrates claims expenses and assessment revenue transactions into the WSCC financial system. The WSCC Connect web-portal receives payments from employers. The incumbent ensures that entries to the financial system are complete and accurate, monitors the integration of these systems, and ensures any issues are documented and reported to the Manager, Financial Operations for corrective action.

The Financial Operations Unit is responsible for preparing, verifying and processing complex financial documents; managing Accounts Payable (AP) and Accounts Receivable (AR) through CAAPS and the financial system; administering disbursements under contribution agreements; control and reconciliation of general and medical vendor accounts and employee reimbursements; management and reconciliation of the corporate card program; sub-ledger to general ledger reconciliations; and financial records management.

The Supervisor, Financial Operations supervises Five staff: three (3) Senior Accounting Clerks, one (1) Accounting Clerk, Revenue, and one (1) Finance Intern. The incumbent is accountable for the assessment revenue records of approximately 4,000 employer accounts across two territories operating under separate Workers' Compensation Acts, and for disbursements under the Occupational Health and Safety Funding Program, which commits approximately $1,000,000 annually across single-year and multi-year contribution agreements.

The WSCC relies heavily on this position for meticulous scrutiny of documents submitted for processing and receipt, and for accurate reconciliations supporting the production of the corporate financial statements.

RESPONSIBILITIES

1. **Supervises financial transaction processing for Accounts Payable, Accounts Receivable, contribution agreements, vendor maintenance, duty travel, corporate cards and General Ledger transactions for all client divisions.**
    - Ensures all financial transactions follow federal and territorial legislation, regulations, policies, agreements and divisional procedures.
    - Ensures that processing takes place in a timely way according to the specific Service Level Agreements with client divisions.

- Monitors and verifies financial signing authorities for client divisions, maintains the record of duty travel rates, and manages Electronic Fund Transfer bank uploads and related communication with the Bank.
- Provides guidance, training and support to the Financial Operations Team, and maintains the confidentiality and security of vendor, employee and stakeholder personal information.
- Provides advice and guidance to client divisions on financial procedures including coding and corrections to financial transactions.

2. **Maintains the Accounts Receivable sub-ledgers and is responsible for all AR processes, adjustments and monthly reconciliations for approximately 4,000 employer accounts.**
    - Reviews and approves the daily sales batches created during the integration of the Accounts Receivable to GP from CAAPS.
    - Ensures that all Receipts collected by the Senior Accounting Clerk, Accounts Receivable are properly and accurately recorded.
    - Authorizes any point of sales (POS) refunds and corrections.
    - Ensures the routine and regular deposit to the bank of all Receipts.
    - Reviews and approves CAAPS overpayment entries for claims, invoices for the collection of overpayments to staff, and the reversal of receipts for payments not honoured by the Bank.
    - Follows up on recoveries from vendors, including credit notes issued for overpayments.
    - Routinely reviews processed receipt documents to ensure proper coding, and processes adjusting journal entries and General Ledger transfers as necessary.
    - Reviews the expected credit loss and write-off package from the Collections Officer and prepares the journal entries for legal recoveries.

3. **Supervises the processing of all Accounts Payable, including CAAPS, claimant, medical vendor, general and administrative, corporate card, petty cash and employee travel payments, from request to payment.**
    - Supervises the medical claims invoice process ensuring that invoices are assigned to Claim Owner (CO) within the agreed service standards.
    - Follows up on invoices not returned within agreed upon service standards.
    - Manages the incoming Finance requests and delegates work as appropriate.
    - Exercises delegated payment authority for transactions up to $500,000, and reviews, approves and reconciles daily accounts payable batches created during the integration of claims and benefit payments from CAAPS and medical invoices from the invoice processing application.
    - Ensures all invoices are processed in accordance with WSCC policies, legislation and procedures, with proper coding, contract reference and approval, and investigates discrepancies with outside vendors.
    - Voids payments as required and provides guidance on the proper re-issuance process.
    - Manages the regular processing of Lease and Rental Payments.
    - Reviews and processes pension releases and confidential file batches, ensures supporting documentation is complete, and refers these to the Manager, Financial Operations for approval.

- Reviews all recovery of overpayment (ROP) letters prepared by Claims prior to recording, monitors claims files for outstanding advances or overpayments, and ensures payment plan documentation is in place.
- Monitors outstanding travel advances, ensures advances are cleared in accordance with WSCC policy, and reviews and authorizes corporate card statements for coding accuracy and spending authority.

4. **Performs data integrity checks during the integration of transactions from multiple platforms into the accounting system and performs claims-related reconciliations.**
    - Monitors daily any transactions with error, sent, retry or transferred status in CAAPS, and any integration errors for medical vendor transactions, and resolves issues arising.
    - Performs weekly reconciliations between CAAPS and the accounting system, and reconciles the maintenance enforcement, initial medical travel and pension on hold accounts, identifying and resolving discrepancies.
    - Monitors discrepancies and trends, reports findings to the Manager, Financial Operations, and investigates and resolves discrepancies between CAAPS, the WSCC Connect web-portal and the accounting system.
    - Updates the discount rate financial parameters in CAAPS and performs the necessary system testing annually or as required.

5. **Administers financial disbursements under contribution agreements, ensuring payments are made in accordance with agreement terms, approved payment plans and WSCC policy.**
    - Processes disbursements under contribution agreements administered through the Occupational Health and Safety Funding Program in accordance with the terms of each agreement and the approved payment plan.
    - Verifies that payment milestones set out in each contribution agreement have been met, and that required reporting has been received, before releasing payment.
    - Reviews claims for reimbursement submitted under contribution agreements to confirm that costs claimed are eligible, supported and within the approved budget for the initiative.
    - Reconciles contribution agreement disbursements to the general ledger and to the approved funding allocation and prepares supporting schedules for the annual audit.
    - Maintains the schedule of multi-year contribution agreement commitments, tracks amounts committed against amounts disbursed, and reports the outstanding commitment balance to the Manager, Financial Operations.

6. **Supports the Finance unit in achieving the mandate and goals of the unit.**
    - Assists the Corporate Comptroller in preparing audit documentation, “Prepared by Client” (PBC) schedules, notes, reconciliations and reports requested by the Office of the Auditor General (OAG) or internal auditors.
    - Actively participates in the audit process with the OAG, providing additional documentation and information as requested.
    - Prepares the monthly and annual reconciliations of all balance sheet accounts, and the weekly Financial Operations dashboard reports.
    - Identifies training opportunities for direct reports, coaches and motivates staff to maximize team performance, and is responsible for the completion of annual performance appraisal reviews for all direct reports.

- Supervises and mentors the Finance Intern, assigning developmental work, reviewing output, and providing structured feedback to build financial transaction processing capability.
- Recommends business process improvements based on a philosophy of continuous excellence.
- Provides backup coverage for the Senior Payroll Specialist during absences, including payroll and benefit transaction processing, onboarding and offboarding entries.
- Works on cross-divisional projects with other WSCC staff as required.
- Other duties as assigned.

WORKING CONDITIONS

Physical Demands
Although the incumbent spends the majority of time at a desk, there is ample opportunity to get up and move around the office.

Environmental Conditions
No unusual conditions

Sensory Demands
During peak periods long hours of posting and sitting in front of a video display terminal are required. Meticulous attention to detail is required.

Mental Demands
This position works to strict deadlines and is routinely involved in several detailed tasks simultaneously. Consequently, imposed unexpected demands from other departments and external vendors frequently cause high levels of stress and mental fatigue. When the incumbent questions work received from others, discussion can be sensitive and mentally stressful.

KNOWLEDGE, SKILLS AND ABILITIES.

- Knowledge of accounting theory, General Accepted Accounting Principles (GAAP) and financial reporting requirements.
- Knowledge of relevant Government legislation, regulations, and policies that are applicable to the WSCC, including the following:
    - *Workers' Compensation Act* (in each of the Northwest Territories and Nunavut);
    - *Financial Administration Act*;
    - *Financial Administration Manual*; and
    - Planning and Accountability Framework, GNWT
    - International Financial Reporting Standards (IFRS)
- Knowledge of contribution agreement and grant administration, including eligibility verification, milestone-based disbursement and multi-year commitment tracking.
- Knowledge of payroll and benefit transaction processing, including onboarding and offboarding entries, sufficient to provide backup coverage.
- Written and verbal communication skills, including report writing skills and the ability to provide professional advice in a way that staff with limited or no financial training can

understand.

- Interpersonal and listening skills for working with co-workers in order to gain compliance with required financial procedures and to minimize conflicts.
- Planning and priority-setting skills.
- Organizational and time management skills.
- Ability to address conflicts and differences of opinion with tact and diplomacy.
- Ability to correctly interpret legislation, regulations and accounting standards, and to exercise professional judgement when applying such legislation and standards in the performance of the position's duties.
- 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:

Successful completion of an undergraduate degree, one year of experience supervising, and one of the following:

- Completion of four (4) competencies of the Canadian CPA Professional Education Program (PEP) with three (3) years of accounting experience.

- OR an equivalency; An Association of Chartered Certified Accountants (ACCA) designation with three (3) years of directly related experience.

ADDITIONAL REQUIREMENTS

Position Security (check one)

☐ 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: To choose a language, click here.

☐ Required

☐ Preferred