



Job Description

Finance Advisor, US Agent

Commissions

January 2021

Context

INTO University Partnerships works with leading British and American universities, investing in the development of world-class international student centers. With a clear focus on and commitment to the delivery of the highest quality of the student experience, we specialize in preparing students for undergraduate and postgraduate study at partner institutions and other leading universities in the US and beyond. Our Centers deliver guaranteed progression to undergraduate and postgraduate courses. Each INTO Centre is managed by a joint venture management board in which INTO and the partner university are equal shareholders.

Our Commission team, currently based in Hong Kong, plays a pivotal role in delivering the commission payment service to INTO representatives (education agents) on behalf of our centers globally. The team acts as the key point of contact all education agent enquiries related to commission payment and for our regional office network around the world, ensuring a seamless delivery of commission payments to our agent network.

A clear commitment to offering outstanding levels of customer service sits at the heart of INTO's philosophy and is manifested in the delivery of services to our agent network.

Reporting Line

The Finance Advisor for the Commission Team reports to the US Team Lead.

Job Purpose

To support the commission team and liaise with management to ensure the monthly commission payment processes are being carried out in an effective and efficient manner with high attention to detail and strict adherence to agreed timescales.

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Key Accountabilities

- Learn and follow the monthly commission run cycle closely.
- Answer education agency enquires related to commission payments through emails with excellent customer service with absolute commitment to meeting strict response deadlines.
- Following up of outstanding queries and emails that require assistance of other internal or external stakeholders.
- Process commission payments to the highest levels of accuracy and following the payment timeline closely.
- Outstanding attention to detail and responsibility for the quality of data used for payments
- Provide remittance advice to education agents when requested.
- Ensure that accurate and relevant management information is collated and is available to key stakeholders in a timely and effective manner (e.g. logging all answered emails in a spreadsheet daily.)
- Contribute to the development of commission processes and systems.
- Undertake various team projects with regards to presentations and graph making.
- Liaise with admissions finance team and the IT team when student's application needs to be updated with the correct invoices and commission amounts.
- Build effective working relationships with the INTO marketing and regional offices around the world.
- Build effective working relationships with finance colleagues and accountants in each of our joint ventures.
- Create invoices and upload into Financial Force.
- Manage and process funds for monthly commission payments.
- Provide reports to Line Manager when needed to inform monthly commission amounts for Joint ventures.
- Receiving and inputting banking details for agents into salesforce with high degree of accuracy to ensure payments can reach agent's bank account flawlessly.
- Utilize online banking applications to upload payments and make bank transfers in an accurate and timely manner.
- Checking payment student data to ensure that they have not been paid before.

**Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request;
We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.**

Location

Hong Kong, Jordan

This role meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to a criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Personal Specification

Education and qualifications	Essential	Desirable
Graduate	*	
Self-sufficient IT Skills	*	
Studying for accounting qualification		*
Experience, knowledge and skills	Essential	Desirable
Previous accounting experience		*
Very good Excel skills – VLOOKUP, Pivot table, formulas, etc	*	
Knowledge of Salesforce		*
High level of communication skills - good written and spoken English	*	
Project management skills		*
Commercial mind set	*	
Strong customer service focus and ability.	*	
Personal attributes	Essential	Desirable
Flexibility	*	
Cultural awareness and sensitivity	*	
Positive attitudes and behaviors - seeks solutions	*	
Legal status	Essential	Desirable
Compliance with HK based work status	*	