

Ministry

Service Alberta

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Business Partner Specialist

Current Class

Requested Class

Administrative Support 5

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Business Partner Administrator

Organizational Structure

Division, Branch/Unit

Shared Services-Client Services-Finance Operations

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

BP Team Lead

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Set-up and maintenance of Business Partners (BP) that are customers

- In IMAGIS, customers were handled by the Accounts Receivable team in Finance Operations, Revenue Services
- With the implementation of 1GX, The Accounts Payable, Vendor Management Team changed to the Business Partner Management (BPM) and now oversees all BP's for all GOA Ministries within 1GX. This team is the master data owner for GoA.
- Knowledge and understanding of Accounts Receivable processes, concepts, requirements is now required

Adding wire (and ACH) transfer instructions to BP's and notifying the appropriate Ministry of wire rejects

- In IMAGIS, this function was previously handled by Treasury Board and Finance. With the implementation of 1GX, this was moved to the AP- BPM Team.
- BPM works directly with TBF to acquire banking approval prior to adding wire (or ACH) information to a BP
- Wire (or ACH) reject investigation and communication to Ministries and AP (wires) are now completed by BPM.

- Coordinate findings with TBF when banking information is incomplete or incorrect in 1GX

Investigation and amalgamation or blocking of duplicate BP's

- This is a new responsibility that became necessary after numerous duplicate BP's were created from the migration of the IMAGIS vendor and customer tables to 1GX
- Duplicate BP's have also increased due to numerous Ministry legacy systems and new interface systems that create/modify BP's in 1GX outside the purview of the AP-BPM Team
- Thorough investigation to determine validity of information, active status, Ministry usage, payment volumes and amounts must be done on all identified duplicate BPs to determine which BP to keep, which one(s) to amalgamate and which one(s) to block by identifying Customer/Vendor Line Items
- This new functions has created a closer working relationship between and AP and BPM teams and also increased requests from AP in regard to appropriate BP to be used and investigation and clean up of duplicates found by the AP Team to reduce risk of duplicate pmts going out to the BP.
- Contracts and PO's awareness required for blocking tasks

Closer working relationship with and increased requests from Supply Chain Management (SCM)

- In IMAGIS, SCM vendors were managed by the SCM Team
- With the implementation of 1GX and Ariba, BPM now manages these BP's and there are additional tasks/steps that are required to ensure the BPs are properly synced into ARIBA
- This has also expanded the working relationship between BPM and SCM
- Responsible for adding ARIBA number and ZCLID numbers unique to SCM

Data fixes for Business Partners and i-Serve

- In 1GX the BPM team is responsible for the stewardship of all the business partner data used by the entire GOA.
- The BP Administrator is responsible for updating data errors that interfere with Ministry files going through i-Serve.
- Responsible for correcting data errors entered into 1GX through interface systems
- Update HCM and POI BP Profiles in 1GX when Success Factors replication has failed.
- Investigate system issues and data changes made within 1GX

Complexity of Business Partner Set-Up

- Vendors in IMAGIS had two main definitions - Individual or Supplier
- In 1GX, Business Partners have a matrix of potential definitions determined by four levels of classification:
 1. Category
 2. Grouping
 3. Type
 4. Authorization Group
- Properly defining Business Partners is now key to ensuring the reporting functions of 1GX used by Ministries captures all applicable Business Partners
- Invalid Business Partner definitions cause transformation failures that require investigation and correction by BPM

Permitted Payees

- In IMAGIS this was called Factoring and was handled by the AP Team
- In 1GX, adding or removing permitted payees is now handled by the BPM Team

Complexity of Business Partner History

- In IMAGIS there was a conversation area to detail the who and why of each add or change
- 1GX has no conversation area and investigations must happen to determine which Ministry requested changes

and why in complex situations

- Numerous reports have must be retrieved and analyzed from 1GX and used in order to get similar information

Other items to add

- FK09 / Unconfirmed BP report
- Mass maintenance Uploads in 1GX (for changes only)
- Either processor or approver in IMAGIS, now both roles in 1GX
- Additional approving tasks due to BP's having multiple roles
- Returned cheques/remittances (mail) - was partially AP's role and is now under the BPM Team
- MBPR (MRs) tracking and assigning; reporting BP #'s to VOC and other specific Ministries, ie: Customers, Health
- Notice of Change emails received from Finance Operations, Revenue Services, investigate banking and notify Ministries if changes required

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Accounts Payable (AP) Business Partner Management (BPM) Team Lead, the BPM Administrator is responsible for reviewing, authenticating, and completing all Business Partner (BP) requests (customers and vendors) on behalf of GOA Ministries. No other area within the GOA have the required Shared Services roles to add/change this data.

The incumbent ensures the validity of all information entered into GOA 1GX) through thorough research and investigation using, but not limited to, Corporate Registries (CORES), US Corporate Registries, Federal Corporation search, Canada Post, US Postal Service, Charitable Organization lists, First Nations and Education School Authority databases, and Google searches.

This position is critical for maintaining the integrity of the BP Master Data including identifying and removing duplicate BP's, obsoleting BP information, and identifying Parent/Subsidiary BP relationships for Treasury Blue Book Reporting purposes. With a variety of BP's ranging from, but not limited to, large corporations, businesses, individuals, and grant recipients, it is essential the information entered is accurate as there are significant legal and political implications surrounding the volume and nature of BP's used by the GOA.

BP Master data is used throughout the GOA and across numerous 1GX modules and interface systems. Functioning within legislation and internally developed guidelines, a BPM Administrator is responsible for providing accurate and timely delivery of services to a wide variety of internal and external stakeholders. This position also ensures there are no FOIP issues resulting from mismanagement of BP information.

All functions within 1GX begin with a BP and its master data. This position requires highly developed analytical and research skills, critical thinking, excellent attention to detail and a significant level of expertise in communication.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. New Business Partner Set-Ups

- Collect information via email and forms (from the 1GX AP - Business Partner Folder)
 - Confirm BP does not already exist in 1GX by completing thorough investigation

- Ministry Authorized Delegate Signature, valid BP Definition, valid Legal Entity Name, etc.
- Ensure banking information (if provided) is valid, appropriate and correct and meets stringent criteria.
- If the set up is for Wire or ACH payment (US), acquire TBF approval prior to set-up in 1GX
- Research, analyze and verify all information provided by the Ministry:
 - Active trade name (if applicable) and legal entity name
 - Correct name format for businesses using CORES, Federal Registration, Charitable Organization, Secretary of State, Overseas Registry, etc.
 - Valid address using Canada Post / Zip Code Look Up
 - Tax information if withholding tax is requested
 - SIN number / Business number
- Submit for third-party verification if required (Education, Post Secondary)
- Determine if there are any Business Partner Relationships (Parent / Subsidiary)
- Verify Permitted Payees submitted by Ministry
- Create new BP in 1GX with verified and valid data ensuring all information has been captured
- Ensure CRA BPs are set up properly and payment blocks are applied to any BPs related to the Requirement to Pay
- Submit BP Request for review and confirmation

2. Maintaining Business Partner Changes

- Receive request from Ministry via email to the 1GX Business Partner Folder
- Review and investigate information for accuracy and completeness (Ministry Authorized Delegate Signature)
- Verify the legitimacy of the request and information submitted, as well as assessing the information already existing in 1GX to determine if there are duplicates and further “Clean Up” is required to mitigate risk to GoA.
 - Verification of name change or banking with appropriate documentation (i.e., Government Issued ID for a Name Change with banking in the new name)
 - Search address change verification format in Canada Post etc.
 - Ensure that banking information (if required is provided, appropriate and correct, i.e., Vendor signature, name matches, valid Direct Deposit Application Form, VOID Cheque or Signed Bank Letterhead
 - If request is for WIRE or ACH request is submitted to TBF for approval & set up of bank information if required.
 - Add Business Partner Roles, add email addresses, phone numbers, Permitted Payees, Withholding, Relationships, change payment terms (with Valid reason, i.e., PDD, FSCD)

3. Business Partner Confirmation and Approval:

- Confirm BP is not a duplicate entry, it is critical that the BPM Team maintain the integrity of the business partner data as it is being used by all of GoA and large volumes of high value payments are disbursed to BP's.
- Confirm that all information requested matches what has been entered in 1GX

- Verify Business Names via CORES and addresses using Canada Post
- Verify banking is entered correctly and accurately per attached information provided by Ministry.
- Both BP Vendor and BP Customer profiles are reviewed start to finish prior to being confirmed in Accounts Payable and Accounts Receivable.
- Any errors or omissions are returned to the processor for correction and resubmission.
- HCM-FK09 Report - Print report from SAP GUI each morning and confirm changes made by HCM/Success Factors to HCM BP's the previous day.

4. EFT / ACH / Wire Rejects:

- Action EFT or ACH Reject notifications from 1GX Stop Payment Team
- Investigate each rejection to confirm that it is the current banking on the Business Partner
- Investigate each rejection to determine the cause of the reject
- Banking is deleted if it is the original EFT, if it has already been updated there is no action taken
- Notify affected Ministry(ies) of the reject, changes made and next steps
- Place a payment block on the affected BP(s)

5. Investigation of Business Partner Data and Accounts Payable Payments

- Notice of Change from the bank:
 - Collect information via email (from the 1GX Business Partner Folder)
 - Investigate each Notice of Change to banking that is received; if new banking in place no action is taken, if it is the original banking it is deleted & Ministry is notified
- AP Exceptions Report:
 - Collect information via email (from the 1GX Business Partner Folder)
 - Investigate all exceptions on the spreadsheet received
 - If any changes needed are due to data entry error, request copy of original request from Records.
 - Make any necessary corrections and confirm
- Blue Book Reporting:
 - Vendor Relationship Review - received each quarter
 - Thoroughly investigate and determine if there is a Parent/Subsidiary Relationship
 - Update Business Partners as required
- Return Mail:
 - All GOA cheques and EFT notifications that are not deliverable by Canada Post are returned to Business Partner Management to investigate.
 - The returned mail is then sent to the correct Ministry (i.e., Pay & Benefits, Health, Seniors, TBF, SA, Education, Children's Services etc.)

6. Business Partner Blocks:

- Block requests are received from Ministries, AP and within the BPM Team
- Thorough investigations are completed to analyze the validity of information, the BPs active status, GOA Ministry usage, payment volumes and amounts, which are used to determine which BP's stay active in 1GX, which ones are amalgamated, and which ones can no longer be used and are blocked from use.
- Ministries are notified of all blocks and provided the Business Partner's that should be used going forward. The Business Partner Management team manages this on behalf of the entire GOA.

7. Monitor the 1GX Business Partner General Inquiries In-box and respond to high-volume inquires from internal stakeholders in a timely manner:

- Respond to phone or email requests to identify the specific information required
- Research various government regulations, departmental and division policies and procedures to address specific issue and requests.
- Verify banking information, addresses, etc. as requested by Ministries that do not have departmental access to see the information in 1GX.
- In response to ministry requests, provide BP numbers and information from 1GX
- Advise Pay & Benefits Team of Business Partner numbers for both Garnishee and RRSP's
- Redirect emails to appropriate individuals for action and respond to voice mails in a professional manner.
- Investigate cause of payment issues to rule out issues with the Business Partner profile.

8. Consistently monitor 1GX to ensure functionality issues associated with business partner management are captured and resolved.

- Communicate system-generated errors to BP Team Lead/Business Analyst, and log tickets in GoA's system
- Provide training to new team members and participate in the review of processes
- Work on special BP projects as delegated by the Team Lead or Manager
- Participate in system testing to ensure functionality operates in accordance with 1GX Design/ Standard
- iServe Corrections - FS0001 Processed with Warnings:
 - Report received that indicates missing or incorrect information added to a Business Partner; ie; Category, Grouping, Type, Payment Method, Payment Supplement Code
 - Each line is investigated, and the appropriate corrections are made

Problem Solving

Typical problems solved:

This position processes business partner requests in a high-volume cross government environment. Work is completed in accordance with governing policies and procedures. Appropriate internal controls and approvals must be adhered to in order to mitigated risks and ensure that requests are processed correctly. Sound judgment is exercised for the more complex issues requiring resolution. The impact of the work performed extends to GoA Ministries and the Business Partner Community. Non-compliance to applicable policies and procedures increases risk of erroneous payments, client satisfaction levels may be affected, and political issues may arise.

A good understanding of unique Ministry business needs is needed to ensure a high level of client satisfaction. These issues typically require technical understanding of multiple integrated systems and the communication skills to appropriately address relevant internal and external stakeholders. These communications can include technical

assistance in troubleshooting, education and training with Ministries, information exchange with financial institutions, and issues resolution with Accounts Payable.

This position is the first point of contact for the Ministries within Service Alberta regarding Business Partner issues. The incumbent is required to objectively address any concerns raised by the program areas and respond in a professional manner. The incumbent should also understand the limitations of their position use their judgment in escalating to the BP Team Lead as required.

Types of guidance available for problem solving:

Hello 1GX manuals

Noverant Training Modules

1GX Center of Excellence Team

BP Team Lead

AP Team Leads

Business Analyst

Manager of AP/BPM

Direct or indirect impacts of decisions:

BP team dynamics/morale

Accuracy of BP Set Up

Authenticity of payments

Timeliness of payments

Ministry procurement timing

Political implications

Downstream and upstream impacts of business partner set-up

Accuracy of Reporting in 1GX, ARIBA, interface systems

Resolution of System issues

Key Relationships

Major stakeholders and purpose of interactions:

Ministry authorized delegates for Business Partner information

- For the purpose of validating information on requests provided for the purpose of business partner management
- Quarterly review and updating of "MAD" listings by ministries

Government Employees

- To obtain banking information and request clarification of information provided
- Respond to queries from employees as to information updates
- Interpret and action accordingly inquiries on employee information

Ministry clients

- Treasury (Finance & Enterprise) for Blue Book Reporting
- Education for Authority and School Listing
- Ministry to obtain information and clarification on partner profit centers for reporting

- Revenue Services/Accounts Receivable for information customers
- Work with clients to determine appropriate classifications for BP's
- Updating of BP process manual - revisions are vetted through clients for input and comment
- Investigating and updating of BP tables resulting from Bank rejects of deposits

HR Pay and Benefits staff

- For investigation purpose with Employee BP Profiles

Concur Business Support Team

- At the request of Concur team, interpret and action inquiries on employee information resulting from a failure to load expense claims to SAP

Contracted services providers (Run Team/GOA Help Desk)

- Log tickets for troubleshooting for system errors and problems
- Perform testing for upgrades and data fix's

Banking Institutions

- For clarification of information provided by the bank on behalf of their clients

SA-AP Team

- Exchanging ideas, procedure development, and discussing common recurring issues

Supply Chain Management Team

- Working collectively on addressing issues with Business Partners set up and syncing with Ariba

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma	Business	Public Administration	

If other, specify:

Finance and Accounting

Job-specific experience, technical competencies, certification and/or training:

Formal Knowledge and Education:

Minimum 3 years directly related experience in the area of Finance

Financial Operations:

- Knowledge of legislation, FOIP requirements, OAG requirements, IFRS, GAAS requirements with respect to business partner management
- Knowledge of policies, procedures and established guidelines with respect to the GOA environment
- Knowledge of government administrative systems, practices, policies, procedures, structure and areas of responsibility
- Experience dealing with sensitive and confidential information
- In depth knowledge of accounting processes and requirements
- Ability to analyze and diffuse difficult situations - make recommendations/suggestions for alternative solutions in situations where requests fall outside policy/guidelines
- A general understanding of IFRS, GAAS and FOIP
- A working knowledge of legalities surrounding a Trade Name versus a Legal Name

- A working knowledge of acceptable standards set out by Canada Post, US Postal Service and International Addresses
- Detailed knowledge of the various SAP modules (AR/AP/GL), Ministry legacy system interface requirements/limitations
- Knowledge of accounts payable, accounts receivable requirements and principles
- Ability to interact with co-workers and clients in a professional and friendly manner
- Ability to extract and gather relevant information and assess needs
- Provide information to explain procedures, processes, programs and legislation to co-workers and ministry clients
- Working knowledge of Blue Book reporting requirements (Primary Vendor vs Subordinate Vendor for reporting/tracking purposes)

Technical/Computer Knowledge:

- Proficient in the use of SAP modules, reporting functions
- Proficient in the use of Excel, Word, and Outlook programs
- Proficient in the use of CORES (Corporate Registries website)
- Proficient in the use of web searches for Canada Post, US Postal Service and International Addresses information
- Proficient in the use of web searches for Charitable organizations or Federally Registered Organizations
- Proficient use of the CRA website to determine taxable withholdings codes for foreign vendors (tax identifiers BIN/TIN)
- Familiarity with Success Factors interfaced files for employee information

Skills and Abilities:

- Organization and prioritization abilities to set daily routines
- Ability to work diligently and independently with minimal supervision
- Interpret regulations, policies and directives to ensure proper protocols are adhered to
- Recognize problem areas and deal with them promptly and professionally
- Ability to recognize best practice and make a “judgment call” in certain circumstances
- Excellent research skills to extract information to resolve discrepancies
- Interpret findings from web searches
- Communication skills - verbal, interpersonal and written
- Excellent customer service skills to interact with and respond to customer needs
- Work well in a group setting with co-workers and peers
- Time management and problem-solving skills
- Professional neutrality and discretion
- Ability to remain diplomatic and remain professional when dealing with difficult clients

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	<p>Works with different GoA Ministries to assess impact of changes implemented in BP team. Balancing of internal BP team operational demands with stakeholder expectations. Setting the standard for operations and providing guidance based on APS values.</p>
Develop Self and Others	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports 	<p>Open channels to BP Team Lead and Manager for feedback on performance. Identify metrics for personal goals at work. Pool experience of AP and Ministries with rest of BP Team. Peer review and correction is part of the day to day work of this position.</p>
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>Utilize collaborative platforms to track issues and brainstorm solutions. Connect with relevant teams in GoA to tackle system and process issues. Understand and challenge existing norms with adaptive solutions</p>
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations 	<p>Adapts existing systems and processes to changing environment. Understand impact of changes on others and communicates information in an empathetic manner. Anticipate challenges and proactively prepare mitigation strategies</p>

		<ul style="list-style-type: none"> • Seeks advice and support to change appropriately • Works creatively within guidelines 	
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<p>Plans based on objective evaluation of results. Focus on team results and accountability. Decisions are based on responsible stewardship of Albertan assets consistent with APS values.</p>

Benchmarks

Assign
