

# Position Description

## Finance Officer Accounts Receivable (Recoveries)

<b>Reports to:</b>	Manager Finance via Assistant Accountant
<b>Directorate/Department:</b>	Business Services/Finance
<b>Number of direct reports:</b>	As per Organisational Structure
<b>Employment Type:</b>	Full-Time Fixed-Term Contract (30 July 2021)
<b>Salary/Award Classification:</b>	Level 3 – Social, Community, Home Care and Disability Services Industry Award 2010  Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice



### Position Purpose

The Finance Officer Accounts Receivable (Recoveries) is directly responsible for performing credit control, data entry and related duties in the management of accounts receivable. This includes maintaining ledgers, reconciling accounts and negotiating payment of amounts outstanding. This role will also administer refunds, adjustments and any other accounting transactions related to accounts receivable.

The position will also assist the Contract Coordinator role as a back-up to cover holidays, sickness and times of high demand. Duties may consist of management of service contracts, quoting and invoicing.

### Principal Duties

#### Receivable Duties

- Monitor and perform regular and proactive follow up of outstanding invoices by communicating with customers (or their representatives) in accordance with organisational policy to minimise bad debts and improve recovery times
- Perform the day to day processing of financial transactions (receipting) to ensure that the status of outstanding invoices is accurately maintained. Ensure non electronic receipts are banked promptly
- Negotiate payment plans with customers for the recovery of long outstanding amounts

- Ensure regular distribution of statements and other information as requested by the customer
- Maintain direct debit authorities and generate bank files for funds transfer
- Conduct analysis of debtors ageing and prepare a monthly report to Management on patterns and debts of concern
- Promote payment options with customers that reduce the risk of defaulting on payment terms (such as EFT or direct debit authority)
- Recommend strategies and follow-up with management instructions to recover debt
- Develop and maintain relationships with relevant key stakeholder groups, both internally and externally (clients, staff, management, board, funding bodies, families, supporters, and the wider community)
- Liaise with external stakeholders (NDIS, Public Trustee) as required
- Participate in the establishment and redesign of procedures and processes to improve the Accounts Receivable process
- Work collaboratively with peers and colleagues, across the organisation, to achieve organisation objectives
- Build productive relationship with other disability service providers including support coordinators and plan managers to achieve organisation objectives
- Apply WHS legislation and create and manage a safe work environment
- Demonstrate behaviours that support organisational values and a positive workplace culture

### **Back-up role and other duties**

- Assist the Finance team with other financial tasks in peak periods or as requested
- Manage service contracts to ensure the delivery of outcomes in line with contract terms, government regulations and client requirements
- Assist with the preparation of quotes and/or tenders for new or amended services

The responsibilities as specified above may be altered in accordance with the changing requirements of the position.

# Core Competency/Capability

(NDS CSS 3)

*These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework*

## *Sector & organisation purpose & values*

- Working knowledge of a human rights based approach to supporting a person with disability and the services provided, the individual and community context, and sector and organisation purpose and values. Applies the approach and values in own work.

## *Leadership & teamwork*

- Works collaboratively with team members. Organises own workload. Checks own work and work of others, providing guidance to less experienced staff. Shares knowledge and information with team members. Able to work with minimal supervision, knowing when to escalate issues.

## *Communication*

- Deals with non-routine enquiries. Uses effective listening skills and seeks, provides and/or shares information with people appropriately. Can adapt communication style to meet people's needs. Able to resolve conflict with assistance. Has a network of internal and external contacts relevant to the role. Deals with practical issues presenting and enlists a more experienced person as needed.

## *Customer relations*

- Assists customers to address their needs and expectations. Has practical knowledge of supports and services available. Is flexible and suggests alternative service solutions, provides information or makes necessary referrals. Demonstrates confidentiality and awareness of diversity in relation to sensitive issues. Assists with building and maintaining positive relationships with stakeholders.

## *Personal accountability*

- Adheres to organisation policies & procedures and all relevant government legislation and relevant standards. Follows detailed and precise work procedures. Evaluates own work to ensure quality and safety standards are met. In own work area makes agreed changes. Adopts a professional approach to own personal accountability. Maintains organisation's image and reputation.

## *Innovation*

- Undertakes tasks using a resourceful and creative approach. Suggests changes to improve quality in own work and makes agreed changes. Able to address and mitigate risk in own work. Assists with review and/or development, implementation and improvement of specific work practices and procedures.

## **Skills & Experience**

*To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills*

### ***Academic or Professional Qualifications***

- Cert IV Finance and/or equivalent experience in a similar role

### ***Skills and Delivered Performance***

- Demonstrated ability to accurately calculate, record, correct and manage accounting figures and financial records
- Experience in credit management and debt recovery including the management of databases and knowledge of collection regulations
- Proven experience in double entry data accounting
- Strong diplomatic, negotiation, conflict resolution skills in order to handle late payments and overdue accounts
- Experience with Microsoft Office Suite, with intermediate experience in Excel, relevant accounting software and their application
- Experience in working in a customer service environment with a reputation for providing a high level service
- Effective attention to detail and a high degree of accuracy with an insight to coordinate priorities efficiently
- Demonstrated commitment to continual professional and personal development
- Affinity with nonprofit organisations and respect for their philosophy and values

### ***Special Requirements (Essential)***

- Have and maintain a current Australian Class 1 Drivers Licence for duration of employment
- Obtain and maintain a DHS Disability Services Employment Screening
- Participate annually in the performance appraisal process to establish performance objectives and KPI's ongoing
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle ) Operating Procedure
- Work across multiple worksites and/or relocate to other worksites (within reason) as required
- Attend meetings, training and professional development as required
- Some out of hours work may be required

## *Authority to Act*

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

## *NDIS Code of Conduct*

There are 7 minimum standards Community Living Australia and their workers must meet:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide support and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

## *Accepted and Approved*

### **Employee**

**Name:**

**Signature:**

**Date:**

### **Manager Finance**

**Name:**

**Signature:**

**Date:**