

Position Description

Title	Accounts Receivable Officer
Business Unit	Corporate and Financial Services
Location	Ballarat Victoria
Employment type	Full time, Maximum term
Reports to	Manager, Accounts Receivable

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The purpose of the position is to provide support to the business to invoice clients and receipt funds across Victoria and Tasmania for services received.

2. Scope

Budget: tbc

People: nil

3. Relationships

Internal

- Program Managers
- Program Delivery Staff
- Accounts Payable and Accounts Receivable teams

External

- Debtors
- Government Funding bodies – for example NDIA

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4. Key responsibility areas

Accounts Receivable Service Delivery

- Produce and Disperse invoices to customers and clients in a timely and accurate manner.
- Provide superior customer service to all Business Units including:
 - Support in understanding Accounts receivable
 - Timely feedback on issues relating to client and customer invoicing
 - Use of client management systems to undertake invoice processing
 - Answer direct queries from customers and clients in a professional and empathetic manner
- Deliver to the business agreed service levels in regard to Accounts Receivable and credit management process
- Receipt incoming funds in a timely fashion to ensure that customer accounts are accurate
- Undertake debt collection activities

Quality and Risk

- Practice adherence to uniting policies and procedures to ensure appropriate internal controls are in place
- Report any known breaches or internal controls or Uniting policies and procedures to the Accounts Receivable Manager
- Regularly identify and implement ways to improve service and administration
- Demonstrate an understanding of the principles of quality assurance and continuous improvement.
- Develop and maintain Standard Operations Procedures Manual with all procedures relevant to this role.
- Identify and report any risks associated with the accounts receivable function.

Team

- Contribute positively to a team culture that embraces:
 - Exceptional customer service to all stakeholders
 - Continuous quality improvement
 - Peer support and development

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

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5. Performance indicators

To be determined.

6. Person specification

Experience

- 1+ years A/R experience
- Preferred experience includes working as part of a Shared Services team
- Experience implementing and working with a range of Accounts Receivable software – IE client management systems and government portals.
- Experience using Microsoft Dynamics or similar large accounting package.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Accounts receivable Processes and systems:** a strong understanding of accounts receivable and credit management systems, processes and internal controls
- **Process Improvement:** understanding and experience in standardising and consolidating processes in a complex, high volume environment.
- **Attention to detail:** Proven skills in reviewing details data, spotting anomalies and identifying solutions
- **Team:** ability to work efficiently and effectively as part of a team.
- **Customer Service:** a demonstrated ability to build strong relationships with stakeholders and deliver a quality service to users.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking. It is a condition of employment that all eligible workforce receive the COVID-19 vaccination and supporting evidence may be requested in order to perform duties at any of Uniting's workplaces.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: