

Position Description



Title: Senior Accounts Receivable Officer

Business Unit: Corporate and Finance Services

Location: Ballarat

Employment type: Full Time | Ongoing

Reports to: Manager - Accounts Receivable

About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (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

Position purpose

The purpose of the position is to support the AR Manager in the end to end accounts receivable processes for Uniting's more complex revenue streams, such as NDIS and Aged Care.

Scope

Budget:

- To be determined

People:

- Nil

Relationships

Internal:

- General Managers, EOs, Transactional Services team members
- Program Managers
- NDIS Hub
- Customer service and Consultant teams

External

- Debtors
- Government funding bodies – for example NDIA
- Transactional Banker

Key responsibility areas

Accounts Receivable Service Delivery

- Act as 2IC to AR Manager and assist as the point of escalation when AR Manager is unavailable
- Provide superior customer service to all Business Units including:
 - Support and training in A/R processes

Approved by: (position [see delegations of authority policy])	Page 1 of 3	Division: <insert division>
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

Senior Accounts Receivable Officer



- Timely feedback on issues relating to the receipt of funds
- Generation of invoices
- Clear lines of escalation for any unresolved issues
- Support interfaces between client management systems and invoicing processes
- Reconciliation of receipts into bank accounts
- Design and run reports across all accounts receivable functions including aged debtors, doubtful and bad debt reports. Reports to include both quantitative data and also written reports

Quality and Risk

- Ensure appropriate internal controls are in place and any variances in relation to these controls are reported to line management.
- Regularly identify and implement ways to improve service and administration relevant to accounts receivable functions.
- 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 monitor risks associated with the accounts receivable function

Finance Management

- Undertake month end processes and reconciliation to ensure that data is accurate
- Provide information and reports as required to stakeholders including AR Manager, EOs, Program Managers, FIP
- Provide support to Financial Accounting team to understand any anomalies in financial accounts that may be attributable to client and customer accounts
- Provide support to Financial Planning and Analysis teams to identify and explain variances to budget which have occurred due to client and customer accounts
- Provide support to GMs and Executive Officers to understand client and customer billing and the impact on financial results

People and teams

- Build and foster a positive, collaborative environment focused on providing exceptional service and continual improvement
- Fostering collaboration and team work across Uniting programs and services
- Demonstrate a high level of functional knowledge in accounts receivable and credit control and an ability and willingness to share this knowledge with other staff
- Deliver agreed KPIs in relation to the management of outstanding debt
- Perform other duties as required to support the end-to-end accounts receivable processes and systems and their continual improvement

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

Approved by: (position [see delegations of authority policy])	Page 2 of 3	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

Senior Accounts Receivable Officer



- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

Person specification

Qualifications

- Relevant Tertiary degree (or working towards)

Experience

- 3+ years A/R experience
- Relevant Tertiary degree (or working towards)
- 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

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values (this is mandatory in all Uniting position descriptions).
- **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 detailed 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.

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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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

Employee

Manager

Name:

Signature:

Date:

Approved by: (position [see delegations of authority policy])	Page 3 of 3	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>