

JOB DESCRIPTION

Revenue & Receivables Officer - Collections

ABOUT UNITING

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

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

This role is responsible for Debt collection, Debtor reporting and Reconciliation activities related to Revenue and Receivables Team.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Revenue and Receivables team in the Finance team through the following:

- Providing analysis of relevant research and operational information and assisting managers to evaluate and integrate the information they receive.
- Coordinating and maintaining team management systems and ensuring relevant information is input on a consistent and regular basis.
- Providing a collection of relevant data to assist with budgeting, the operation of the team and production of regular reports.
- Conducting specialised studies as required, providing insights into the operation of the team and the organisation.
- Actively promoting safe work practices in the workplace during all activities consistent with Uniting's policies and comply with all WH&S legislation, policies and procedures.

- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the **Revenue & Receivables officer - Collections**, your role specifically will:

Operational processes:

- Generate and maintain the Debtors Ageing Report regularly
- Actively follow up on outstanding invoices in timely manner
- Liaise with Business streams and escalate debtor issues as & when required
- Generate and distribute Customer statements as required
- Reconcile accounts as required
- Reconcile NDIS claims against payments received
- Negotiate suitable payment plans and submit to Manager for approval
- Provide regular updates to management
- Provide monthly Debtor reports including commentary to all Business streams
- Actively participate in projects designed to ensure standardization and minimise ad hoc and non-standard transactions
- Process client refunds within agreed timeframes and in compliance with applicable legislative and business requirements
- Support a continuous improvement approach to positively increase the performance of all processes on measures of quality, productivity, and cost
- Identify opportunities to maximise revenue
- Maintain the sub ledger system data to ensure accuracy of the data within the ledger
- Provide relevant input to assist in the accurate and timely reconciliation of revenue-related balance sheet accounts

Client relationship:

- Respond to and resolve enquiries with the business as required
- Ensure that organisational and departmental goals are achieved through effective team work and the provision of effective cross-functional business service support.
- Maintain a high standard of conduct and work performance within the team to promote our reputation with key internal and external stakeholders.
- Establish and nurture collaborative relationships based on trust, integrity, respect and community across Uniting. Ensure service standards are delivered commensurate with agreed expectations.

People leadership:

- Assist Revenue and Receivables Manager and actively participate in the developing and reporting of key performance indicators for the team, that will measure and monitor performance ensuring agreed objectives are being met on time.
- Support process improvement activities.
- Model the values of the Uniting Church of respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, passionately pursuing social justice and inclusion.
- Accountable for providing excellent customer service that meets client and service stream needs.
- Actively participate in Uniting Performance Planning and Review system and Your Voice Survey.
- Actively participate in a culture of openness, feedback and productivity.

- Always take care of your safety and others and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal)

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate: Finance and Strategy
You'll report to: Revenue & Receivables Manager

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
 - **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
 - **Develops and Grows the Business** - Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
 - **Makes Sound Decisions** - Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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QUALIFICATIONS & EXPERIENCE

Qualifications:

Bachelor qualification in a relevant field or equivalent experience.

Experience:

Minimum 3 or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

- Previous experience in Debtor Management

- Attention to detail and quality focused and ability to handle sensitive and confidential information
- Proven communication, negotiation and interpersonal skills
- Ability to work effectively with Government departments, clients, service streams, staff and other support functions to achieve client service outcomes
- Excellent skills in the operation ERP software, and analytical tools including Excel
- Excellent knowledge of relevant government funding and reporting requirements and subsidy claim processes
- Ability to assist in the implementation of process improvement and efficiency opportunities

Even better:

- Experience in consumer oriented shared service environments is essential
- Experience in working in a highly regulated environment is advantageous

Employee Name:	Insert employee name	Manager's Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	