PURCHASING SERVICES OFFICER

DEPARTMENT/UNIT  Purchasing to Payment Services

FACULTY/DIVISION  Office of the Chief Financial Officer and Senior Vice-President

CLASSIFICATION  HEW Level 4

DESIGNATED CAMPUS OR LOCATION  211 Wellington Road, Mulgrave

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The Office of the Chief Financial Officer and Senior Vice-President is one of the professional services portfolios supporting the University’s core businesses of education and research. We provide best practice financial advice and services to the University. These include financial accounting, taxation, budgeting and reporting, procurement to payments, research and revenue accounting, business strategy, the University’s banking relationships, investment funds and borrowings and the management of major projects with complex financial and legal dimensions. For more information on the work we do, please visit our website.

Purchasing to Payment Services is the University’s contact point for purchasing and payment needs, from advice and transactions to the delivery of goods. We provide services in Purchasing Services, Accounts Payable, Purchasing Support and Supplier Engagement. To learn more about us, please visit our website.

Monash Finance Values

- Excellence
- Collaboration
- Integrity
- Service

POSITION PURPOSE

The Purchasing Services Officer is responsible for the delivery of professional administrative services to support the effective operation of the Purchasing Services Team. This includes provision of a range of services relating to transacting purchases, providing administrative support and giving customer service, information and advice relating to purchasing processes and systems. In performing these tasks the Purchasing Services Officer should apply tax laws, university policies and the highest standard of customer service.
The Purchasing Services Officer is often the first point of contact for enquiries from students, academics, professional staff vendors and the general public and as such, provides sound and timely advice and support to all stakeholders.

**Reporting Line:** The position reports to the Purchasing Services Team Leader under general direction

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

**KEY RESPONSIBILITIES**

1. Provide a range of administrative tasks and services including undertaking established processes, providing front-line services, responding to queries, processing invoices, transactions, corporate cards transactions, asset management (Stocktake) as well as other tasks required

2. Provide high levels of customer service in accordance with best practice guidelines, systems, policy, procedure and protocols, including financial, tax, audit, legal and corporate governance requirements

3. Maintain service standards, including those applying to data and compliance, confidentiality and procedures for issues resolution

4. Provide assistance with input and maintenance of data, records and reports in particular to the Taxation and Audit representative, with a focus of excellence in accuracy and attention to detail

5. Provide feedback and suggestions about improvement of services and contribute to and participate in activities to ensure a positive workplace culture

6. Maintain open and effective channels of communication with staff, colleagues, clients and other stakeholders and use these to facilitate efficient service delivery

7. Other duties as directed from time to time

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - a diploma level qualification with relevant work related experience; or
   - an equivalent combination of relevant experience and/or education/training

**Knowledge and Skills**

2. Administration skills and experience and a demonstrated capacity to deliver effective processes and systems

3. Sound organisational skills, including the ability to manage time and meet deadlines with strong attention to detail and accuracy

4. Experience in front-line customer service with a demonstrated commitment to excellence in customer service

5. Ability to work as an effective member of a team as well as independently under general supervision

6. Good analytical, conceptual and problem solving skills with the ability to identify potential issues and suggest means of issue resolution

7. Well-developed communication skills, including the ability to draft documentation and interact positively with colleagues and clients, both internal and external stakeholders
8. Demonstrated computer literacy, data entry and word-processing skills including experience using business software such as Microsoft Office as well as experience working with a large commercial finance system that integrates purchasing, accounts payable and financial accounting

OTHER JOB RELATED INFORMATION

• Travel to other campuses of the University may be required
• There may be a requirement to work additional hours from time to time
• There may be peak periods of work during which taking of leave may be restricted
• This position will require a successful National Police Record check

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.