# POSITION DESCRIPTION

**Position Title:** Credit Control Officer  
**Organisation Unit:** Finance and Business Services  
**Position Number:** 3020869  
**Type of Employment:** Continuing, Full-time  
**Classification:** Hew Level 6

## THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world's top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

UQ Finance is responsible for the enabling achievement of the University’s strategic ambitions by securing UQ’s financial future through expert advice, systems and support. In delivering on this, the Finance function will value professionalism and accountability. Our approach is to treat everyone with respect and to work collaboratively to deliver excellent service.

The key specialist service areas of Finance are:

- Corporate Finance
- Financial Planning and Analysis
- Financial Operations including Accounts Payable, Collections and Receivables and Client Support Services
- Professional Services teams - Advisory and Transactional Services

Finance at UQ operates within a devolved environment with Finance staff located in Professional Services teams in Faculties, Research Institutes and Central Divisions supported by Finance specialist service teams. The position is part of the Collections and Receivables processing stream within the Financial Operations team for Finance.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

The Credit Control Officer has a key responsibility for minimising bad debt exposure by following risk mitigation procedures and policies, which include assessing credit worthiness and the proactive management and collections of all aged debt of the University and its nominated affiliates.

Duties

Duties and responsibilities include, but are not limited to:

- Perform credit risk assessment and evaluation for non-government debtors.
- Monitor the performance of credit exposures to within approved credit limits.
- Proactively respond to enquiries in relation to the collection process of all debtors from the University’s internal and external clients.
- Maintain debtor information within the University’s Finance System.
- Identify and investigate doubtful debts, prepare reports and make recommendations for potential debts to be written off.
Process requests for debt collection and forward them to the University’s external debt collection agency.

Contact delinquent accounts to make arrangements for payment.

Liaise with Business Unit Managers and Schools to discuss debt recovery and how to achieve amicable outcomes.

Manage all impacting Service Level Agreements (SLAs) and maximise profitability on debts by minimising Days Sales Outstanding (DSO).

Manage aged debt to minimise all debts within agreed parameters.

Perform other such duties as may be required by the Manager, Collections and Receivables.

**Other**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- The University’s Code of Conduct.
- Requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School.
- The adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures.
- Requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University.

**Organisational Relationships**

This position reports to the Accounts Receivable Supervisor on a day-to-day basis, and to the Manager, Collections and Receivables, within the Finance and Business Services Division of the University of Queensland.
SELECTION CRITERIA

Essential

- Degree (preferably in Business or Commerce) with extensive relevant experience or an equivalent combination of relevant experience and/or education/training.
- Extensive specialist expertise in credit control processes.
- Technical proficiency in the use of software applications, particularly MS Word, MS Excel and MS Outlook.
- Excellent interpersonal skills including demonstrated experience and skills in liaison and negotiation with staff at all levels, as well as external bodies.
- Excellent verbal and written communication skills, with the ability to provide recommendations, reports and communicate with clarity.
- Demonstrated high-level problem solving skills and analytical ability including the ability to obtain and interpret information and make specific recommendations.
- A proven ability to be highly organised and self-managing, with the ability to meet tight deadlines, set realistic goals and establish work priorities with minimal direction or supervision.
- Demonstrated commitment to providing outstanding customer service.
- Sound knowledge of the University’s policies, procedures and documentation or the ability to acquire such knowledge rapidly.

Desirable

- Considerable experience working in a credit control environment within a higher education provider or comparable complex environment.
- Knowledge of administrative computer systems, in particular financial systems, within a higher education provider.
- Possess current membership of the Australian Institute of Credit Management (AICM).

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au

Applications are also encouraged from women.

This role is a full-time position; however flexible working arrangements may be negotiated.