POSITION DESCRIPTION

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| **Position Description Classification Approved** | **Date** |
| Human Resources Branch | 4/6/2024 |

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| **POSITION DETAILS** | |
| **Position Title:** | Assistant Revenue Officer |
| **Position Number:** | 00026403 |
| **Classification:** | HEO4 |
| **Faculty/Division:** | University Operations |
| **School/Branch:** | Finance |
| **Reports to (position title):** | Team Leader, Revenue Accounting |
| **Delegations:** | Relevant HR and Financial delegations as prescribed to this position in the University’s delegations database. |
| **Special Conditions:** | * Some out of hours work may be required. * Reasonable workplace adjustments will be made for people with a disability. |
| **Significant Working Relationships:** | * Finance staff * Division and Faculty staff * Students and Student Support Staff * University Customers - internal and external. |

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| **POSITION SUMMARY** |
| The University of Adelaide is a large and successful university in Australia's Group of Eight research intensive universities, distinguished by its international reputation and commitment to innovation and excellence in research and teaching.  Our Finance team is part of our Division of University Operations, provides strategic financial management, reporting, procurement, and transaction support services to the University to enable achievement of the University’s teaching and research goals. The Branch is responsible for oversight of the University's annual operating budget, capital budget and asset base.  Reporting to the Team Leader, Revenue Accounting the Assistant Revenue Officer is responsible for providing high level customer service to internal and external customers and students regarding all revenue collection streams including, research, student, and sundry receivables.  Working under general direction, this position provides day-to-day Accounts Receivable services for research, student fees and sundry revenue collection activities. This includes issuing invoices, bank reconciliation, matching and receipting functions, student accounts and the implementation of efficient Revenue processes in accordance with policy. The role will also provide support to the Senior Revenue Officer and Senior Student Finance Officer as required mainly assisting with generating system reports, related functions, tracking KPIs, debtors, and student debt recovery actions. |

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| **KEY RESPONSIBILITIES** | |
| Service Delivery | * Manage inbound phone and email enquiries from internal and external customers relating to research, student fees, and sundry receivables including processes, invoicing, customer account and debtors. * Manage inbound phone and email enquiries from students relating to all aspects of student fees, including non-tuition revenue, refunds, discounts, and scholarships in accordance with university policies. * Review, raise and approve invoices and credit notes on behalf of students, Faculties, Schools, Divisions and Branches. * Reconciliation of student accounts for statement generation to address queries from students and sponsors and secure payment for outstanding debts. * Process payments received for research, student, and sundry receivables in the University’s Financial System in accordance with established guidelines/procedures. * Manage bank reconciliation by identifying the payment, matching with appropriate invoice and receipts in accordance with established guidelines/procedures. * Review and process receipts including, eCommerce solutions which appear on the University’s corporate bank statements in accordance with established guidelines/procedures. * Raise Accounts Receivable deposits in the University’s Financial System for cash receipts received from university’s receipting locations in accordance with established guidelines/procedures. * Ensure any unmatched payments are appropriately treated including raising a journal entry to recognise the payment in the General Ledger. * Identify any payments that do not belong to the University and obtain relevant supporting documentation to prepare a refund. * Send bulk payment reminders emails and SMS and follow-ups as required. * Process changes of student citizenships and residency. * Run system processes according to guidelines. * Assist with identifying payments which cannot be matched and take appropriate actions in accordance with established guidelines/procedures. * Assist with month end processes as directed. * Provide support and back-up other team members as required. |
| Stakeholder Engagement | * Establish relationships with key stakeholders to facilitate open communication. * Raise any issues relating to payment receipts with staff in Faculties / Divisions and follow through to issue resolution, seeking assistance as required for more complex issues. * Answer general queries in relation to Revenue functions. * Answer general phone and email queries from university students in relation to their student account. |
| Business Improvement | * Assist with the implementation of process improvement initiatives. * Identify process improvements, including fostering innovative approaches to service delivery to continually enhance student and staff experience. |
| Other reasonable duties commensurate with classification level. | |

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| **PEOPLE MANAGEMENT RESPONSIBILITIES** |
| N/A |

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| **CAPABILITIES AND BEHAVIOURS** |
| Use the Capability Dictionary at the link: <http://www.adelaide.edu.au/hr/docs/pdp-core-capability-dictionary.pdf> to identify the capabilities associated with the classification of this position. Staff are required to read and understand the capabilities and associated behaviours that align with the classification of this position. |

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| **UNIVERSITY EXPECTATIONS** |
| Staff are required to read, understand, and comply with all University policies, procedures, and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University’s Code of Conduct |

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| **STAFF VALUES AND BEHAVIOUR FRAMEWORK** |
| Our culture is one that welcomes all and embraces diversity consistent with our [Staff Values and Behaviour Framework](https://www.adelaide.edu.au/hr/organisational-development/university-values) and our Values of integrity, respect, collegiality, excellence and discovery. We firmly believe that our people are our most valuable asset, so we work to grow and diversify the skills, knowledge and capability of all our staff. |

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| **SELECTION CRITERIA** |
| **Knowledge and Experience:**   1. Understanding of general accounting / bookkeeping principles. 2. Ability to demonstrate good written and verbal communication skills. 3. Sound keyboard, problem solving and analytical skills. 4. Demonstrated experience with using the Microsoft Office suite tools, including Word and Excel. 5. Experience in Oracle Campus Solutions, Right Now CRM, PeopleSoft Finance is desirable. 6. Demonstrated ability to promote the organisational values of integrity, respect, collegiality, excellence and discovery, and a commitment to positively comply with the associated behaviour expectations.   Desirable   1. Proven experience and working knowledge within the higher education sector.   **Qualification/s:**   * Completion of a basic accounting / bookkeeping certificate or diploma; or * An equivalent combination of relevant experience and/or education/training. |