PURPOSE STATEMENT
The Customer Service Officer provides high quality finance support, contributing to the efficient and effective financial transactions of the ANU through timely advice, customer service and assistance on a wide range of finance-related matters.

KEY ACCOUNTABILITY AREAS
Position Dimension & Relationships:
The Customer Service Officer plays a key role as the first point of contact for customer queries, as well as undertaking data processing and daily finance associated duties, working closely with other members of Financial Shared Services team and liaising with finance practitioners across campus.

Role Statement:
Under general direction, the Finance Officer will:

1. Assist with the management of the incoming and outgoing written correspondence and phone calls related to customer service and the payment inbox. This includes overseeing the completion of payment runs and resolving any issues that may arise. Provide accurate advice and ensure compliance with the University’s policies and procedures across all streams, escalating more complex enquiries when needed.

2. Provide high quality support for operational aspects to meet Service Level Agreements such as:
   - Processing financial transactions including complex journal entries and accounts payable and receivable matters.
   - Ledger maintenance including generic reconciliations, preparation of annual financial statements and reviewing of financial transactions.
   - Review financial documentation for accuracy, completeness and compliance.

3. Review key performance indicators and identify areas to improve service levels.

4. Undertake supervisory responsibility of team members as required.

5. Provide training to team members as required.

6. Assist with the implementation and roll-out of various local or University-wide finance-related projects, providing timely and high quality support.

7. Actively participate in the continuous improvement of financial processes and quality service delivery.

8. Comply with ANU policies and procedures and current legislation, in particular those relating to work health and safety and equal opportunity.
9. Perform other duties as directed, consistent with the classification level of the position and in line with
the principle of multiskilling.

**SELECTION CRITERIA**

1. Demonstrated experience in a financial operations role in a complex environment or an equivalent
   combination of relevant experience and education/training.

2. Sound knowledge of and interest in contemporary financial management practices, including the ability
to interpret and apply policies, procedures and legislative requirements.

3. Demonstrated high level customer service and effective communication skills with an ability to consult
   and liaise effectively with a wide range of stakeholders in a culturally diverse environment.

4. Proven organisational skills and attention to detail, with a demonstrated ability to prioritise own
   workload and to work effectively both independently and as part of a team, meeting competing
   deadlines and delivering high quality outcomes.

5. Demonstrated skills using the MS Office suite, in particular Excel. Experience using Oracle PeopleSoft
   Financials and/or ServiceNow would be an advantage.

6. A demonstrated understanding of equal opportunity principles and policies and a commitment to their
   application in a University context.

*The ANU conducts background checks on potential employees, and employment in this position is conditional on
satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks
required by each type of position.*

**References:** [Professional Staff Classification Descriptors](#)