****Position Number: P018013**

POSITION DESCRIPTION

TITLE: ACCOUNTS RECEIVABLE ADMIN OFFICER

**Banding/Remuneration: Band 4**

**Division/Branch: Corporate Services / Finance**

**Reports To (Position Title): Senior Accounts Receivable Officer**

**Date Approved/Reviewed: October 2024**

**POSITION OBJECTIVES:**

The Finance Services department contributes to the provision of high-quality financial services to

the Monash City Council.

The position is responsible for raising invoices, maintaining customer accounts and debt recovery. Providing guidelines and support to all departments and ensuring compliance with GST legislative obligations and corporate policies.

**TEAM STRUCTURE:**

**KEY RESPONSIBILITY AREAS:**

* Generating and issuing of invoices on a regular basis with a high degree of accuracy
* Ensure all customer accounts are updated appropriately and in a timely manner
* Assist the processing of debtor interface files daily, ensuring balances are correct and resolve any errors
* Assist in the debt recovery on outstanding overdue accounts to ensure timely collection
* Undertake standard written and verbal customer liaison in relation to the accounts receivable function
* Investigate and follow up on debtor variances and prepare adjustment journals in a timely manner
* Assist in the reconciliation of monthly debtor accounts
* Respond to accounts receivable enquiries in a courteous, professional, and timely manner
* Provide support to the Coordinator of Property, Revenue & Valuations in reviewing and cleansing property database for waste service billing purposes
* Reconciling, data integrity checking and reporting of waste service charges

**ACCOUNTABILITY AND EXTENT OF AUTHORITY**:

* Complete all tasks and duties in a timely and accurate manner
* Provide high level customer service to all clients and stakeholders in a friendly and flexible manner
* Ensuring that advice is accurate and in accordance with relevant organisational policies and procedures

**JUDGEMENT AND DECISION MAKING**:

* Ensure compliance with Council finance policy and procedures and adequate standard of internal controls over debtors are maintained
* Ensure when processing day-to-day invoices and follow up on overdue accounts the relevant regulatory and legislation requirements are complied
* Guidance and advice are always available within time to make a choice

**SPECIALIST KNOWLEDGE AND SKILLS**:

* Sound knowledge of accounts receivable functions and working with large databases
* Experienced in financial and debtor systems, preferred but not essential Oracle Financials and Goldcare
* Sound knowledge of laws and legislation pertaining to GST and debt collections
* Strong levels of attention to detail and data accuracy
* Excellent customer service and the ability to build relationships and rapport with customers
* Computer literate and intermediate level of Microsoft applications
* General knowledge of local government practices and policies is desirable

**MANAGEMENT SKILLS**:

* Demonstrated ability to provide accurate services within timelines
* Skills in managing time, planning, and organising own work

**INTERPERSONAL SKILLS**:

* Sound customer service skills, including the ability to provide timely and accurate advice
* Ability to liaise effectively with all stakeholders, including the ability to discuss and solve issues and gain co-operation and assistance
* Demonstrated ability to work in a team environment
* Demonstrated ability to perform all duties with care and attention to detail
* Skills in preparation of routine correspondence and reports

**QUALIFICATONS AND EXPERIENCE**:

* Beyond secondary education, typically post trade certificate or post-secondary qualification below degree/diploma level – or considerable working experience and knowledge with generally accepted accounts receivable procedures and practices
* Previous experience in a computerised accounts receivable facility (Oracle Financials, Goldcare & Pathway highly desired)
* Customer service experience
* Intermediate experience in Microsoft applications (Excel, Word) and Adobe Acrobat

**KEY SELECTION CRITERIA:**

* Proven experience with key accounts receivable functions and financial systems
* Experience with complex customer requests in an accounts receivable environment
* High level of accuracy and attention to detail
* Excellent organisation skills, and ability to meet deadlines.
* Team player and a high level of verbal and written communication skills
* Quick learner with an ability to grasp concepts quickly
* Determination and willingness to be challenged, learn, and grow

**ORGANISATIONAL CONTEXT:**

The City of Monash has a growing, passionate and cosmopolitan population estimated around 193,000 residents (2021).  We are one of Victoria’s leading Councils, serving a large well established community with very highly skilled and well-educated population. Monash is a proud multicultural community with almost half of our community born overseas and coming from more than 106 countries.

These key directions are driven by a commitment to a sustainable city, inclusive services, enhanced places and good governance, across six (6) Divisions:

* Executive
* City Development
* City Services
* Corporate Services
* Communication and Customer Experience
* Community Services

**Our Vision**: *“To be the most liveable city in Victoria”*

**Our Mission**: “*Make a difference through commitment, leadership and expertise.”*

**Our Values**:

* **Accountability**

We are responsible for our actions and behaviours every day.

* **Respect**

We value diversity and appreciate others.

* **Teamwork**

We work collaboratively to achieve shared goals.

*M*onash Council is committed to be a**flexible, safe, equal, and inclusive workplace**where we embrace and support diversity.

*We are committed to being a child safe organisation and have zero tolerance to child abuse.*