

## POSITION DESCRIPTION

<b>Position Title:</b>	Assistant Manager Accounts Receivables & Accounts Payable
<b>Division:</b>	Finance
<b>Position Reports to:</b>	Manager of Accounts Receivable and Accounts Payable
<b>Direct Reports:</b>	One
<b>Classification:</b>	STAR
<b>Band</b>	6
<b>Approved by:</b>	CEO
<b>Date Approved:</b>	September 2024

### Position Overview

To assist the manager of the accounts receivable and accounts payable teams to deliver a high-quality service and support all Yooralla employees, clients and stakeholders. To ensure an accurate and timely end-to-end debtor and creditor function, which is compliant with policies and best practice. The Assistant Manager will support both teams in the day-to-day running of both financial functions, build strong relationships with internal and external stakeholders, assist senior management in the delivery of business improvement projects, and step into the Manager's role when required.

### Key Responsibilities

Proactively manage the following:

#### Debtors

- Ensure the debt collection function of the organisation is run efficiently and effectively. With special attention paid to clients posing complex issues.
- Partner with stakeholders to attain satisfactory resolution of disputes and maximise Yooralla revenue using effective communication strategies.
- Timely response to issues raised in RiskMan.
- Support team members in delivering their roles' functions and tasks successfully.
- Manage and enact improvements to policies and procedures ensuring alignment to external policies such as those published by the NDIA.
- Manage internal and external systems (PRODA, Centrelink etc.) that support the collection function.
- Support the development of team members skills and provide guidance and mentoring.

#### Creditors

- Ensure accurate and timely processing of invoices, expense claims and reimbursements in the procure to pay system.
- Processing of weekly payments with remittance advice
- Monitor accounts payable emails and resolve all items requiring action
- Ensure bank account details on invoices are accurate and verified, minimise risk of fraud.

- Process complex invoices (eg: council rates, utilities, Telstra, Australia Post, Campeyn etc), escalating unusual items for review.
- Maintain and reconcile supplier accounts, follow up queries, and resolve disputed invoices.
- Maintain the procure to pay system – Esker Australia.
- Liaise with suppliers to resolve queries promptly and professionally.
- Reconcile credit cards using ProMaster and follow up unresolved transactions with the cardholder

#### General ledger, reconciliations & other tasks

- Oversee task rotation across team to maintain staff skillset and coverage during periods of leave
- Identify and pursue process improvements in conjunction with the broader finance team
- Reconciliation of general ledger and creditor and debtor accounts on a regular basis.
- Posting of adjustment journals as required.
- assist with month end processes including accruals, cash flow monitoring and forecasting
- Actively support senior management in the development and delivery of business improvement projects.
- Assume the manager role when required.

#### Training and support

- Provide training and support to staff at Yooralla offices with regards to both accounts receivable and accounts payable functions of the organisation.
- Contribute to training for system upgrades & new procedures.

#### All employees are responsible for:

- Promoting and protecting the human rights of people with disability, in accordance with the UN Convention on the Rights of Persons with Disabilities (CRPD) (2008);
- Working to ensure high-quality and safe supports and services for NDIS participants, meeting and exceeding the NDIS Practice Standards and Quality Indicators;
- Meeting obligations under all relevant Victorian and Commonwealth legislation;
- Working in accordance with the Yooralla Code of Conduct and Employee Manual.

## Selection Criteria

### **Mandatory Requirements**

- Current National Police Record Check
- International Police Check (if required)
- NDIS Worker Screening Check (if required)
- Current driver's licence to drive in Australia

### **Professional Experience**

- A minimum of 5 years' experience with accounts payable, accounts receivable, and/or financial accounting and staff supervision
- Experience using accounting packages and procurement applications
- Strong computer literacy skills and proficiency with the MS Suite, specifically Excel, Outlook, Word
- Use of Sun Systems an advantage
- Bookkeeping or accounting related qualifications an advantage

### **Personal Skills and Attributes**

- Excellent communication skills particularly in dealing with people without a financial background and ability to keep senior management informed of progress against key deliverables.

- Proven problem solver who is able to quickly gain a detailed understanding of processes and systems at an operational level in order to surface problems and who is willing and able to work across teams as required to resolve these problems.
- Takes responsibility for seeing a task or project through to conclusion to their manager's satisfaction.
- Strong organisational and personal planning skills.
- Demonstrated ability to use initiative to identify and resolve problems.
- Ability to liaise and establish good working relationships with internal and external stakeholders
- Superior customer service focus and enjoyment working in a team environment

## About Yooralla

Yooralla is Victoria's most established and recognised for purpose disability service provider with more than one hundred years of experience offering high quality support services to people with disability. We work in partnership with people with disability, their families and carers to enable them to live the lives they choose.

Across Melbourne and regional Victoria, we support people of all ages and needs. Our 2,000+ staff provide a wide range of quality services, including accommodation and residential supports, specialist accommodation for people with complex health conditions, employment, training, support coordination, kindergarten assistance, recreational and therapy services, including assistive technology.

### Our Purpose

To support people with disability to live the life they choose

### Our Promise

Designed by you, supported by us, and achieved together

### Our Values

- We put the person living with a disability first
- We do better together - we work as a team
- We speak up