



SENIOR RECEIVABLE AND REVENUE OFFICER

DEPARTMENT/UNIT	Payment & Receivable Services
FACULTY/DIVISION	Office of the Chief Financial Officer and Senior Vice President- Finance Operations
CLASSIFICATION	HEW Level 5
DESIGNATED CAMPUS OR LOCATION	211 Wellington Road, Mulgrave

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The **Office of the Chief Financial Officer and Senior Vice-President** is one of the professional services portfolios supporting the University's core businesses of education and research. We provide best practice financial advice and services to the University. These include financial accounting, taxation, budgeting and reporting, procurement to payments, research and revenue accounting, business strategy, the University's banking relationships, investment funds and borrowings and the management of major projects with complex financial and legal dimensions. For more information on the work we do, please visit our [website](#).

The **Finance Operations** group has responsibility for the management of transactional expenditure and revenue including the purchasing/payment for goods and services, corporate debt collection and management, bank reconciliation and cashiering services.

Monash Finance Values

- Excellence
- Collaboration
- Integrity
- Service

POSITION PURPOSE

The Senior Receivable and Revenue Officer provides a range of high-quality, operational research and revenue accounting services to clients. This includes performing a range of financial transactions, providing expert advice, data maintenance & analysis and sustaining effective working relationships with a range of stakeholders. In performing these tasks, the Senior Receivable and Revenue Officer plays a critical role in enabling the Payment and Receivable team deliver its range of specialist services to clients.

Reporting Line: The position reports to the Receivable and Revenue Services Team Leader under general direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not Applicable

Budgetary Responsibilities: Not Applicable

KEY RESPONSIBILITIES

1. Through high-quality communication, provide sound and timely advice, guidance and support to other staff, clients and stakeholders, clearly presenting information that is appropriately targeted to the audience
2. Participate in and implement continuous improvement activities relating to service practices, quality assurance and customer service excellence as well as system administration and maintenance
3. Provide a range of administrative tasks and services including undertaking established processes, providing front-line services of account receivable, banking and revenue handling, responding to queries, raising invoices, managing refund, cash allocation, debtor follow-up, banking and bank reconciliation, PCI compliances as well as other tasks required
4. Provide high levels of customer service in accordance with best practice guidelines, systems, policy, procedure and protocols, including financial, tax, audit, legal and corporate governance requirements
5. Maintain service standards, including those applying to data and compliance, confidentiality and procedures for issues resolution
6. Provide assistance with input and maintenance of data, records and reports in particular to the Taxation and Audit representative, with a focus of excellence in accuracy and attention to detail
7. Provide feedback and suggestions about improvement of services and contribute to and participate in activities to ensure a positive workplace culture

8. Maintain open and effective channels of communication with staff, colleagues, clients and other stakeholders and use these to facilitate efficient service delivery

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - A relevant tertiary qualification in finance/accounting or other relevant discipline with significant relevant experience, skills and expertise or
 - substantial relevant skills and work experience; or
 - an equivalent combination of relevant experience, education/training and skills

Knowledge and Skills

2. Demonstrated organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines as well as the ability to pursue and achieve goals through effectively monitoring and improving quality of work and progress against deadlines and milestones
3. A strong commitment to excellence in customer service and a hands-on approach to service provision.
4. Demonstrated analytical and problem-solving skills in order to identify errors and issues and develop effective and evidence-based solutions to problems through gathering relevant information and establishing facts
5. Well-developed written and verbal communication skills, including the ability to interact with a diverse range of clients and respond positively when resolving issues
6. Administration skills and experience and a demonstrated capacity to deliver effective processes and systems
7. Experience in front-line customer service with a demonstrated commitment to excellence in customer service
8. Demonstrated computer literacy, data entry and word-processing skills including experience using business software such as Microsoft Office as well as experience working with a large commercial finance system that integrates receivable, banking, revenue handling and financial accounting.

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- A current satisfactory Police Records Check is required

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.