



Transactional Services Officer

Position Detail

Reports To	Accounts Receivable Team Leader	Group	Enterprise Services
Classification	ASA3	Location	Canberra
Reports – Direct Total	Nil		

Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers, and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports, and provide aviation rescue fire fighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value, and embedding new ways of working and technology investments to further innovate and optimise.

Primary Purpose of Position

As a **transactional services officer**, you will provide processing expertise to the organisation through the processing of day to day finance related transactions across multiple streams including; accounts payable, accounts receivable, finance support services and accounting processes.

Accountabilities and Responsibilities

Position Specific

- Processing routine finance related transactions across multiple finance related stream
- Investigate and resolve matters relating to financial transactional queries
- Contribute to the implementation of continuous improvement initiatives across finance stream processes.
- Manage workload and competing priorities to ensure timely and accurate completion of tasks
- Provide consistent, high quality and timely support to the organisation in line with Airservices policies and procedures relating to end to end financial processes.

People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives

- Provide ongoing professional service support to the Finance Services team and other Airservices business groups
- Build and maintain relationships with Airservices' vendors and customer
- Work as part of a team to achieve the overall deliverables of transactional services

Compliance, Systems and Reporting

- Complying with all Airservices' policies and procedures, and applicable Australian laws.
- Maintaining accurate records of all financial transactions within the appropriate database.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies

Key Performance Indicators

Efficient, Effective and Accountable

- Effective management of workload and competing priorities to ensure timely and accurate completion of transactional support tasks within the teams delivery parameters.
- Contributions to the continuous improvement of Enterprise Reporting and Transactional Services procedures.
- Build trust through positive cultural behaviour.

Commercial

- Nil

Safety

- Compliance with safety, risk, environmental and any other standards.

Key Relationships

Who:	Nature of interaction
Finance Services Manager	Manager Once Removed (MOR)
Senior Accounts Payable Officer	Direct report and guidance
Finance Operations & Analysis Manager	Framework owner
Internal stakeholders	Supporting usage of financial services
Suppliers/Vendors	Managing queries and processing transactions
Customers	Managing queries and processing transactions

Skills, Competencies and Qualifications

- Demonstrated ability to work in a team and contribute to a positive team culture.
- Demonstrated initiative, problem solving and interpersonal skills.
- Demonstrated ability to set own work priorities, work consistently to a high degree of accuracy with strong attention to detail and meet deadlines.
- Demonstrated service focus and ability to build and maintain effective working relationships across multiple levels.
- Demonstrated ability to provide and act upon recommendations to resolve processing issues.
- Demonstrated ability to deal with ambiguity with positive outcomes

Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.