

POSITION TITLE:	Accounts Receivable Officer
FTE:	1.0 (38 hours per week)
CLASSIFICATION:	Band 4.1
DIVISION:	Corporate Business
PROGRAM:	Finance
LOCATION:	Narre Warren, as well as work performed at the request of the agency at any Windermere location
TENURE:	March 2022 – subject to the rights of the person on parental leave to return to work
DATE:	May 2021

1. ABOUT WINDERMERE

Windermere is an independent community service organisation, working across south east Victoria to help those who need it most. Since our beginning more than 150 years ago, we have been working to create a stronger, more connected and supported community. Our support comes in many forms as we work together to find the right solutions for the many and varied complex issues faced by children, families and individuals in our community.

Our aim is to get in early by providing programs and services within five primary areas:

- Family Wellbeing to create positive behavioural changes, greater understanding and respond to violence and/or neglect
- Childhood Development, Education & Support including child care and services for children and adults with developmental delays and disability
- Assistance and support for victims of trauma, assault and/or violent crime
- Community Strengthening designed to respond quickly to critical and emerging needs.
- Homelessness services to support individuals and families to secure and maintain accommodation and to build capacity to reduce the cycle of homelessness

We believe that everyone is someone in our community and that is reflected in our approach with those we work with every day. Whilst we receive funding for some services from state and federal governments, others are funded solely by donors and sponsors to whom we are truly grateful.

2. OUR PURPOSE, VISION AND VALUES

Our Purpose:

We get in early to make a difference in the lives of individuals, families and communities

Our Vision:

A stronger, connected and supported community

Our Promise:

Our many services working together with you for a better life

3. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
<p>To provide an efficient and effective Debtor Management service</p>	<ul style="list-style-type: none"> • Reconcile the accounts receivable ledger to ensure that all payments are accounted for and properly posted, for all programs and business units at Windermere • Generate and distribute invoices for Early Learning Centre, Family Day Care and OSHC programs and other adhoc invoices as required. • Generate accurate and timely debtor statements • Debtor payment processing and receipting • Credit control • Debt Collection of debts in arrears • Aged reporting of all outstanding debts • Provide training and guidance relating to accounts receivable processes to non-finance staff as required • Conduct regular reviews of relevant policies and procedures to identify potential efficiency improvements and to ensure that they reflect best practice and internal controls • Undertake a range of operational activities associated with accounts receivable including but not limited to customer/debtor reconciliations and debt write offs • Prompt resolution of customer/debtor queries • Maintain accurate accounts receivable records 	<ul style="list-style-type: none"> • Accurate and timely reconciliations of debtor accounts are undertaken as per documented intervals • Accurately reconcile all debtor ledgers monthly against balance sheet-including all debtor ledgers external to Greentree • Timely and accurate invoices sent to consumers • Debtor statements are generated and distributed in accordance with documented timeframes • Timely and accurate processing of Direct Debits and BPAY debtor payments for all programs (including but not limited to FDC and ELC) • Daily receipting of debtor payments for all programs excluding programs specifically excluded as determined from time to time • Undertake credit checks for consumers and liaise with relevant program manager to risk manage any consumers deemed a higher risk of non-payment • Maintain and distribute timely information to program managers re: consumers who have a bad debt record whilst with Windermere to ensure that they are not granted credit again • Debts are managed on a daily basis through correspondence and phone calls and escalated to debt collection in accordance with the Debt Collection policy and follow up actions promptly recorded

		<ul style="list-style-type: none"> • Prepare and distribute accurate monthly (minimum) aged debtor reports for all Windermere debtor accounts to relevant program managers showing high risk debts and action taken to date to recover these debts as well as recommended actions going forward. • Proactive approach to providing education and support to staff in relation to Accounts Receivable and debt collection processes. • Annual review and update of accounts receivable processes • Documentation of all accounts receivable processes to be maintained up to date at all times • Accurate and timely completion of consumer/debtor reconciliations • Consumer queries are acknowledged and investigated within 24 hours. • All unresolved queries are escalated to Supervisor for further guidance • Accounts receivable records (hardcopy and electronic) are maintained up to date on a weekly basis
Other Finance Functions	<ul style="list-style-type: none"> • Assistance provided to other Finance portfolios as requested 	<ul style="list-style-type: none"> • Team always alerted to spare capacity and opportunity for additional duties
Organisational expectations and directives in relation to policies and procedures and the organisation’s purpose, vision and values	<p>Familiarise yourself with and adhere to Windermere’s Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations</p> <p>Demonstrate dedication and commitment to work in accordance with Windermere’s values and behaviours</p> <p>Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month</p>	<p>Ensure policies, procedures and codes are complied with at all times</p> <p>Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct</p> <p>100% attendance at performance reviews.</p> <p>Completion of induction and orientation within set timeframes.</p> <p>Positively embrace and adopt change as it occurs.</p>

	<p>probationary reviews and a recurring annual performance review with the relevant supervisor</p> <p>Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices</p> <p>Meet the challenges of change as it occurs within the service and organisation</p> <p>Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor</p> <p>Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.</p>	<p>Ensure arrangements are made so that 100% of courses are attended or completed.</p> <p>Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available.</p> <p>Protect the rights, safety and wellbeing of children and provide a child safe environment</p>
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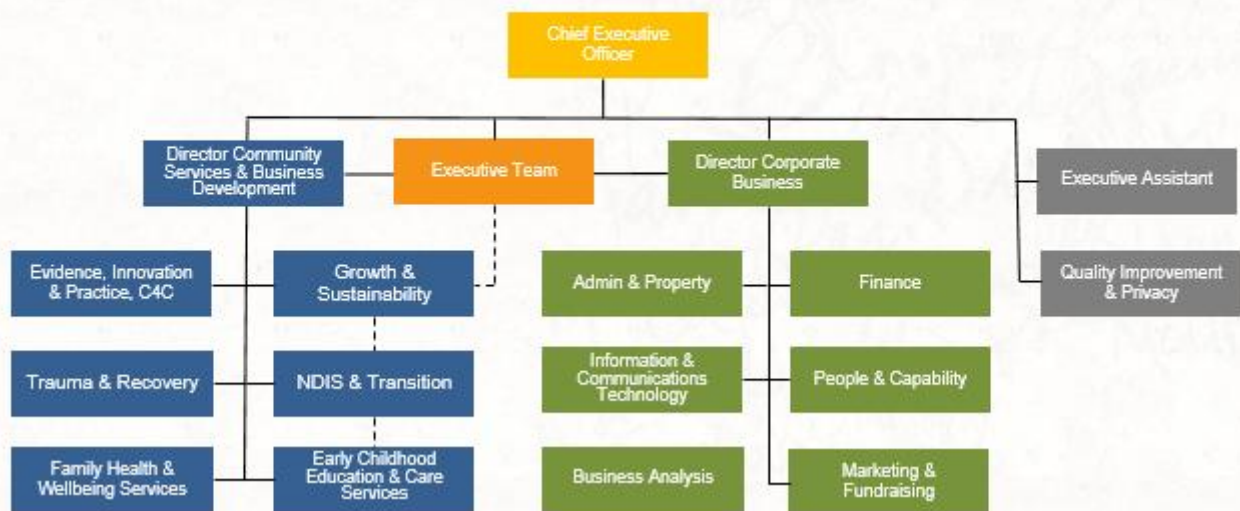
The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

The Position Description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPI's in this Position Description and those within the Organisation Objectives, the Organisation Objectives will stand.

4. ORGANISATIONAL RELATIONSHIPS

LINE MANAGER:	Financial Accountant
SUPERVISES:	N/A
INTERNAL RELATIONSHIPS:	All Windermere staff
EXTERNAL RELATIONSHIPS:	Consumers, contractors and auditors

Organisation Structure



5. KEY SELECTION CRITERIA

- A minimum of 5 years' experience in a comparable position
- High level of competency in the use of personal computers within a MS Windows and Office environment, particularly Excel.
- Demonstrated proficient in use of accounting software systems (Greentree, Quikids and Hubworks experience an advantage but not mandatory)
- Demonstrated proficient in use of client management systems/databases
- Ability to work independently and as part of a team, be willing to help others and illicit support from others as required.
- Excellent inter-personal, written and client/customer service skills.
- Proven numerical skills
- Excellent organizational and analytical skills and an eye for detail
- High level of self-motivation, goal orientation and resourcefulness.
- Demonstrated flexibility and initiative.
- High level of self-motivation, business planning and problem-solving skills.
- High level of accuracy and the ability to reconcile output from accounting software.
- urrent Victorian Drivers' License
- Willingness to undertake relevant pre-employment screening and checks

6. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria
- Current Resume

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name: _____

Signature: _____ Date: _____