

# ACCOUNTS RECEIVABLE OFFICER

## POSITION DESCRIPTION



<b>Reporting to:</b>	<b>Assistant Finance Manager</b>
<b>Tenure:</b>	<b>Ongoing</b>
<b>Status:</b>	<b>Full-time (5 weeks paid annual leave, 2 weeks unpaid)</b>
<b>Salary:</b>	<b>General Staff Category 4</b>
<b>Location:</b>	<b>Mt Ridley Campus</b>
<b>Date Prepared:</b>	<b>February 2022</b>

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## Position Context

Hume Anglican Grammar is a multi-campus co-educational Anglican Diocesan school offering education from Prep to Year 12 in the Northern growth corridor of Melbourne. We aim to provide our students with an education that prepares them for the challenges of life, equips them to contribute to the community in an environment based on Christian values and at a cost affordable to as many families as possible.

Hume Anglican Grammar has an open enrolment policy so educates children from many faiths and with a diverse range of backgrounds and abilities. It has a strong sense of inclusivity and a community-minded focus.

Since 2011, the School has occupied the Mt Ridley P-12 campus of 10 hectares; this site will ultimately have some 1,400 students. In 2019, it opened a second campus in Donnybrook. Commencing with junior primary, each year additional classes and year levels are added so the campus will ultimately have an enrolment of 1,300 from Prep to Year 12. This year, the School has 1,670 students (Mt Ridley 1,270 & Donnybrook 400) and employs 168 staff – 120 teaching and 48 non-teaching.

The School is on a growth trajectory and in 2022 will increase to 1,930 students (Mt Ridley 1,340, Donnybrook & Kalkallo 110). In 2023, the School will open its third campus in Kalkallo, as a Primary (P-6) school and as a feeder to the Mt Ridley and Donnybrook secondary schools, it will follow a similar growth pattern to Donnybrook, with eventually some 600 students. In 2022, the first classes for the new campus will commence and be accommodated at the Donnybrook campus, to then move to the new site in 2023. Hume Anglican Grammar will ultimately have some 3,300 students with a corresponding cohort of teaching and general staff on its three campuses with plans for further expansion.

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## Purpose of the Position

The primary purpose of the Accounts Receivable Officer's role is to ensure efficient and timely fee collection from parents and debtors of the School, administer the billing process and to maintain the debtor records within the School Management System. The Accounts Receivable Officer ensures all relevant policies and procedures are followed to ensure fees charged to parents are correct and timely and that discounts, concessions and remissions are correctly applied.

The Accounts Receivable Officer has overall responsibility for the management and administration of the debtor's information system. They have a key responsibility ensuring all debtor records are accurate, up-to-date, audited, and complete. The Accounts Receivable Officer generates reports of debtor information and puts forward recommendations to Management. This may include ageing and categorisation of outstanding debts, statistics, benchmarking, and trends.

They will be expected to contribute to the analysis of these reports. The Accounts Receivable Officer will be proactive in providing benchmarking of fee levels, discounts, conditions, and best practice to other Schools.

The Accounts Receivable Officer works in close collaboration with the Finance Officer, who has the responsibility of facilitating the process and adjusting the debtor records (not collections) on students joining and leaving the School.

The Accounts Receivable Officer is a part of the Administration Staff and works collaboratively in a team environment to support and enrich their collective responsibilities. They promote a culture of mutual respect, encouragement, and work with others in a professional, ethical, and cooperative manner. The Accounts Receivable Officer supports and models the School's values and Christian ethos when dealing with stakeholders.

The Accounts Receivable Officer works in close partnership with the Finance Officer and wider finance team, and reports to the Assistant Finance Manager. As a member of the General Staff they ultimately report to the Business Manager.

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## Nature of the Position

The Accounts Receivable Officer will commence at the Mt Ridley campus. In the future there may be the requirement to perform part or all of this role at other locations.

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## Responsibilities and Duties

The Accounts Receivable Officer is responsible for ensuring a smooth and efficient fee billing and collection function across the School.

Roles and responsibilities will include:

### **Billing and invoicing**

- Preparation and ownership of the end-to-end billing process for the School, including maintaining the debtor's database, and status of families, within the School's information system
- Generating statements of school fee account
- Invoicing parents for ancillary fees such as bus fares and instrumental music tuition
- Raising other adhoc invoices such as for the hire of school spaces.

### **Debt collection**

- Providing support to the Accounts Receivable Assistant in acting as a point of escalation for fee or account queries from parents and resolving these in a timely and efficient manner
- Creating rapport through contact with families to support the collections process where required, including assessment of individual family circumstances
- Adhering to the fee and concession policy and non-payment of fees procedure in pursuing outstanding fees
- Management of the issuance of debt collection letters of demand
- Ownership of the escalation process with regards to timely collection of debt
- Pursuing payments from debtors and taking proactive action to secure disbursement
- Liaising with the School's debt collection agency to ensure collection rates are adequate
- Working closely with the Finance Officer, who carries out the daily bank reconciliation process, in relation to the follow up of dishonoured payments.

### **Process Improvement and reporting**

- Carrying out analysis of payments and other debtor information to identify and implement changes to improve the overall collections process
- Management and oversight of provision for doubtful debts including recommendations for adjustments
- Taking a proactive approach to the collection process in order to positively impact efficiency and collection rates
- Developing and producing timely debtor related reporting to aid management decision-making
- Assisting with production of the debtor report for the Finance Committee of the Board of Directors.

### **Policies and Procedures**

- Working in collaboration with the Assistant Finance Manager to assist with the formulation and review of accounts receivable policies and procedures
- Applying the School's Privacy Policy and Australian Privacy Principles in ensuring measures are employed to maintain the strictest level of confidentiality of parent information
- Contributing to the development and maintenance of the school's administrative systems and procedures to ensure efficiency and effectiveness.

### **Other**

- Management of the end-to-end camps, sports, and excursions fund ("CSEF") process across the school, including monthly reporting to the Finance Manager, to ensure all eligible families are enrolled
- Maintenance of the school discounts and scholarships database
- Operating within the Administration team in supporting their mission
- Promoting the effective and efficient management and administration of Hume Anglican Grammar by providing administrative support where needed
- Carrying out other duties as directed by the Principal.

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## **Qualifications, Skills and Experience:**

### **Essential**

- Proven background in Accounts Receivable
- Experience in dealing with customers and building rapport
- Knowledge of the approaches to managing records and/or database management
- A sound level of technological literacy in a business environment including but not limited to the Microsoft Office Suite
- Intermediate knowledge of Microsoft Excel
- Analytical skills with experience in improving processes
- Support for the educational culture and Christian/Anglican ethos of the School
- Current Working with Children Check.

### **Desirable**

- Post school qualifications in a related field
- Exposure to debt collection in a School environment or other education setting
- Experience using Synergetic Management Systems
- Advanced knowledge of Microsoft Excel, including Pivot Tables etc
- Exposure to the practical application of the Australian Privacy Principles (APPs)
- Involvement in professional communities.

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## **Personal Qualities**

### **Essential**

- Personal sense of initiative, enthusiasm, and high energy
- Excellent communication and interpersonal skills to build relationships with key stakeholders
- Excellent organisational skills, planning capabilities, and the ability to balance the demands of competing projects
- Outstanding attention to detail
- Good investigative, problem-solving, and analytical skills
- A high level of loyalty and discretion, and the capacity to maintain the strictest levels of confidentiality
- The ability to build and maintain strong relationships with staff, students, parents, and the community
- Self-disciplined and the ability to work autonomously
- A resourceful team member who is able to operate in a collaborative and inclusive manner
- High standards and striving to improve their own practice and to make efficiencies in the school setting, and the ability to receive and respond to constructive feedback
- Commitment to professional learning and continuous improvement

- Intuitive and proactive approach to improvements to processes

#### **Desirable**

- Demonstrated interest in ongoing personal professional development
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### **Key Selection Criteria**

1. Background in accounts receivable and/or experience working within debt collection and dealing with customer related matters
2. Experience and/or knowledge of the approaches to managing records and/or database management systems
3. Excellent organisational skills, planning capabilities, and the ability to balance the demands of competing projects

**This Position Description may be altered from time to time to meet the operational needs of the School.**