



POSITION TITLE: Finance Officer – Billing & Collections

DATED: July 2017

REPORTS TO/Manager: Finance Manager

Approved by: Head of Human Resources

POSITION PURPOSE

The aim is to ensure the accuracy and timely processing of fees relating to a student's enrolment and the collection of fees according to the College's Terms of Business.

POSITION STATUS

Permanent part-time, 4 days per week. The role accrues four weeks annual leave plus the College closure days, usually four per year.

WORKING RELATIONSHIPS

Good communication and relationships with Finance staff are essential. The role will involve significant interaction with parents and staff requiring clear and tactful communication.

QUALIFICATIONS AND SKILLS

The Finance Officer is required to work closely with all members of the Finance Office, other general staff and educators and will possess:

- Minimum of two years direct experience with debt collection and associated legal processes essential;
- Exceptional communication and negotiation skills, both written and verbal with a customer service focus;
- Organised and process oriented approaches and a desire for continuous improvement;
- Experience in recurring billing with various arrangements;
- Ability to multi-task, meet deadlines and manage conflicting priorities;
- Intermediate excel skills as highly desirable;
- Ability to master multiple software platforms.

DUTIES & ESSENTIAL JOB FUNCTIONS

Functions	Tasks and Measure(s) of Success
Billing	Accurate accounts rendered according to the Terms of Business. Liaison with College staff to ensure accurate and timely provision of data required for the billing process. Maintenance and monitoring of debtor accounts to ensure documentation on hand and contact details accurate and up to date. Processing credits and adjustments to fee accounts. Process improvements that result in increased accuracy of billing.
Debtors	Timely collection of fees according to the Terms of Business measured by aged percentage of debt outstanding. Verbal and written communication to follow up and collect outstanding debtors accounts, including negotiating, creating and monitoring arrangements with parents. Liaison with debt collection agency and solicitors for delinquent accounts.
Receipts	Liaison with Finance Officer – Banking to ensure customer receipts are processed accurately and in a timely fashion. Monitoring electronic credit card arrangements to ensure debtors are paying according to documented arrangements.
Reporting	Reconciliation debtors to general ledger and preparation of outstanding debtors report, monthly incident report and ad hoc reporting as agreed with Finance Manager.
Event Creation	Support set up of College events on Onestop / Trybooking event platforms. Manage event bookings, enquiries, refunds.
Projects	Ad hoc projects and reporting as agreed with Finance Manager.
Any other tasks deemed appropriate for the role	

OTHER FUNCTIONS AND RESPONSIBILITIES

Active participation and input to the improvement of financial information flows and financial issues throughout the College.

GENERAL RESPONSIBILITIES

All staff are to be supportive of the St Leonard’s College Mission Statement and to enhance the school’s reputation as one which is a warm and caring environment, characterised by efficiency, professionalism and a willingness to meet the individual needs of those within its community.

It is a condition of employment that all staff provide a Criminal Record check (if requested) and an Employee Working with Children check before their position will be confirmed.

- The College:
 - is an equal opportunity employer;
 - complies with the requirements of the Privacy Act;
 - has a strong commitment to OH&S;
 - will not tolerate harassment of any kind.

- College Standards - all staff are expected to actively support the following standards:
 - Communication – effective, helpful and positive;
 - Confidentiality – Protect the privacy and confidentiality of all personal information (staff/families/students);
 - Teamwork – work together as a team to achieve the best results. Share information and collaborate across all sections of the College; trust, respect and support;
 - Accountability – we do our work with honesty, integrity and enthusiasm;
 - Performance – we perform to the best of our ability;
 - Initiative – looking for opportunities to improve the way we work; flexible, adaptable and efficient.

Child Safety and Protection Responsibilities

St Leonard's College is committed to the safety and wellbeing of our students.

The College has zero tolerance for child abuse and is committed to the protection of all children from all forms of child abuse. In this context, the College implements a comprehensive Child Safety and Protection programme across the entire College community.

All staff are responsible for understanding and applying the College's Child Safety and Protection Policy and procedures including being compliant with the Child Safety Code of Conduct and being proactive in reporting any concerns or identified risk.

Where students are under staff care, there is an obligation to take all practical steps to protect students where a risk to students' safety has been identified.