



**POSITION DESCRIPTION**

<b>Position Title</b>	Accounts Receivable Officer – Shared Services
<b>Current Incumbent</b>	
<b>Department</b>	Finance
<b>Location</b>	Milton
<b>Reports To (Position)</b>	<i>Shared Services Team Lead, Accounts</i>
<b>Positions Reporting to this Position</b>	Nil
<b>Effective Date (of PD)</b>	March 2019

<b>Main Purpose / Primary Objective</b>	<p>To provide Accounts Receivable and Billing support across the Lutheran Services business. This role will provide a customer service focus to perform the day to day activities for the Accounts Receivable and Billing processes and associated tasks in a timely and accurate manner.</p> <p>This role is responsible for assisting with the facilitation accounts to be paid accurately and on time, which promotes the accounts receivable team as a professional and supportive team.</p>
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<b>Key Accountabilities/Key Result Area</b>
<p>Within the policies established by Lutheran Services and working in collaboration with relevant managers and employees, the occupant of this position will:</p> <ul style="list-style-type: none"> <li>• Work closely with the Shared Services Team Lead, Accounts and Financial Controller to develop efficient centralised processes for resident billing, lump sum accommodation payments and government subsidies in order to maximise Lutheran Services' revenue streams;</li> <li>• Assist with managing the resident related financial accounts, including providing advice and guidance on all aspects of resident documentation, billing and lump sum accommodation payments;</li> <li>• Establish and process direct debits, prepare periodic resident billing, distribute invoices and statements, submit and process electronic events to Medicare, calculate bond refunds, receipt cheques and deposits and record ACFI assessments;</li> <li>• Complete regular reconciliations of Government Subsidies;</li> <li>• Provide full function accounts receivable processing, including bank reconciliations, cash flow reporting, debtors, and standing journals;</li> <li>• Provide backup support to other team members as required;</li> <li>• Demonstrate strong customer service focus with the ability to build strong stakeholder relationships;</li> <li>• Support other related activities as requested.</li> </ul>



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<b>Key Relationships/ Interactions</b>	The Accounts Receivable Officer reports to the Shared Services Team Lead, Accounts. This position will work closely with other members of the Shared Services team and external partners, suppliers, and stakeholders.
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<b>Position Requirements (Knowledge and Experience)</b>	<ul style="list-style-type: none"> <li>• 3+ years’ experience in large volume Accounts Receivable team.</li> <li>• Experience with finance systems.</li> <li>• Experience and ability to deal with complex Accounts Receivable and Billings issues;</li> <li>• Ability to work cooperatively in a team environment;</li> <li>• Ability to prioritise and manage own time;</li> <li>• Effective verbal &amp; written communications skills;</li> <li>• Computer skills with proficiency in MS excel;</li> <li>• Ability to adapt to changing priorities and to different work pressures;</li> <li>• Customer focused, with an ability to ask questions and clarify needs when required;</li> <li>• Good problem solving skills;</li> <li>• Experience in Aged Care and similar Billing position desirable.</li> </ul>
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<b>Culture</b>	<p>At Lutheran Services we want to build a culture that will support high performance. Our leadership team, believes a high performance culture will be characterised by:</p> <ul style="list-style-type: none"> <li>▪ a learning and growing environment</li> <li>▪ a high achievement orientation</li> <li>▪ a sharing environment - information, resources, ideas and goodwill</li> <li>▪ commitment to being the best we can be</li> <li>▪ humility, fairness and openness in how we go about our work.</li> </ul> <p>All within the context of acting in the best interests of Lutheran Services, and working in accordance with our Values.</p>
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<b>Prepared By</b>	<i>Date</i>	/	/
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**We certify that the content of this position description is accurate:**

<b>Incumbent’s Signature</b>	<i>Date</i>	/	/
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<b>Manager’s Signature</b>	<i>Date</i>	/	/
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