

POSITION DESCRIPTION

Date	23 June 2022
Position Title	Accounts Receivable Officer
Reports to (position title)	Senior Financial Accountant
Department	Finance, Corporate Services

Organisational Context

bestchance Child Family Care is an independent, not-for-profit, community organisation with offices in Glen Waverley, Bayswater and Pakenham, Victoria, Australia.

bestchance adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services. The range of programs delivered include Early Childhood Education and Care (ECEC) Family Day Care, Kindergarten, Child Care; Children's Therapy, Parent and Child Support, Training, Community Support and Cheshire, an independent, specialist primary school for children with social, emotional and learning difficulties.

These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based and family centred.

bestchance also works in partnership with families in managing a number of kindergartens under its Early Years Management Program.

bestchance is committed to implementing and adhering to the Child Safe standards including the development and implementation of people practices that reduce the chance of child abuse within the organisation, for which we advocate zero tolerance.

Health safety and wellbeing first, is an expectation of all, where staff implement local work instruction and processes aligned to organisation requirements and are accountable for their own safety and safety of others.

PURPOSE

For all children, families and individuals to thrive in their community.

VISION

Inclusion we include everyone regardless of their background, needs or circumstances

Care We nourish and nurture resilient relationships

Education We develop skills and knowledge to build capacity and resilience.

VALUES

Humility we focus on listening to better understand and meet needs

High Expectations we have high aspirations for our client outcomes and for the calibre of our services and staff

Innovation we embrace change based on critical reflection

Curiosity we seek new understandings and knowledge

Evidence we seek and generate evidence to evaluate and improve our programs

Challenge we look beyond the immediate to achieve different results

POSITION PURPOSE

The purpose of this position is to assist in ensuring the highest standard of Accounts Receivable and financial services are provided to the organisation and to its clients.

PRIMARY OBJECTIVES

The Accounts Receivable Officer will have a proven proficiency in Accounts Receivable and maintain strong credit control and debt collection in a timely manner.

KEY RESULT AREAS AND RESPONSIBILITIES

- Sound understanding and experience in Accounts Receivable functions and relevant accounting controls with high attention to detail (creating new customer accounts, invoicing, updating details, receipting payments etc.)
- Sound organizational and communication skills with an ability to manage and prioritise workloads
- Excellent customer service/communication skills with experience in customer enquiries
- Continuous improvement mindset
- Collecting on outstanding balances on customers who have fallen into arrears
- Work effectively as an individual and within a team under pressure to meet deadlines using both sound judgement and initiative
- Proven experience using Microsoft Office Programs and strong Excel skills
- Early childhood management software experience (QikKids, Story Park Management) is strongly preferred
- Demonstrated competence with the Financial Management Information Systems relevant to Accounts Receivable and financial accounting
- Assisting with administrative duties as required by Senior Accountants

KEY SELECTION CRITERIA

- High quality written and spoken communication and interpersonal skills.
- Attention to detail and strong numerical ability and data entry skills.
- Ability to work under pressure and to deadlines.
- A pro-active solution focused approach to problems and work methods demonstrated by past roles requiring the exercise of initiative, planning and attention to detail to achieve required results.
- Ability to work independently and co-operatively in a team environment, with a flexible approach to work.
- Advance computer skills such as MS Office products including Excel.
- Sound administration and Organisational skills, including the ability to work effectively with customers, external agencies and government bodies.
- Experience in the not for profit or early childhood learning sectors is strongly preferred.

Other

- Demonstrated Accounts receivable experience in a comparable role in an environment requiring job role flexibility and team work orientation using multiple systems
- Satisfactory current Police Records Check and a current Working with Children Check.
- Current Victorian Drivers Licence.