



Position Description

Position Title: Accounts Receivable Officer	Classification: Bond Level 3
Faculty/School/Office: Office of Financial Services	Date Position Classified/Updated: April 2024

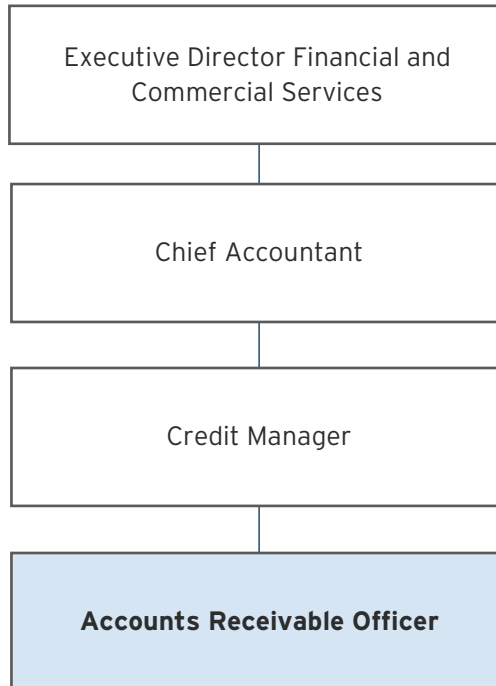
Purpose of the Position:

This position is responsible for all University receipts, ensuring that student account activities are conducted in accordance with the University's financial policies and procedures, the balancing and banking of all receipts, maintaining financial records and reporting of those receipts.

This role is pivotal as it is the first point of contact for internal and external customers and requires a high level of customer service, accuracy and attention to detail as well as the ability to work with minimum supervision.

Reporting Relationship:

This position reports to the Credit Manager:



Selection Criteria:

- Minimum 2 years experience in a similar/finance position.
- Well developed interpersonal skills including the ability to deal effectively with clients by phone, email and in person.
- Well developed organisational skills with an ability to prioritise workload, meet deadlines and demonstrate flexibility in dealing with people in competing demands.
- Demonstrated advanced computing skills including the use of Microsoft Office products, particularly the use of spreadsheets as well as Email, Internet and other Financial applications.
- Ability to exercise judgment and work autonomously with minimal supervision.
- Self motivation and the ability to work as part of a cohesive team.
- A commitment to the provision of excellent client service.
- Ability to cope with change and willingness to learn new systems and procedures.

Desirable Criteria:

- Previous experience in a tertiary environment.
- Possess advanced skills in Excel.
- Competency in the use of Student One and Finance One.
- Knowledge and understanding of Bond University policies and practices.

Competency	Responsibility
Customer Service	<ul style="list-style-type: none"> • Student Accounts Front Counter and telephone first point of contact for student, staff and external customer enquiries in relation to student accounts and other accounts receivable matters. • Identify issues and assist students in the resolution of issues in relation to their student accounts. • Provide timely responses to all other accounts receivable queries. • Maintain Student Account customer service facility for all University clients (internal and external).
Administration	<ul style="list-style-type: none"> • Responsible for the accurate receipting of all student, staff & external funds for the University. • Responsible for the daily reconciliation and balancing of all funds received through the Student Accounts • Responsible for the posting of bank statement receipted transactions into the Finance One system on a daily basis ensuring accuracy and completeness to facilitate the preparation of monthly bank reconciliations. • Responding to email student queries in relation to their student accounts including identification of issues/ discrepancies in relation to their enrolment, tuition charge, scholarships, Fee-help and other student fees and charges. • Liaising with the relevant departments and faculties to facilitate the resolution of issues in relation to student accounts. • Prepare student refunds in accordance with University Policy and process on a timely basis. <p><u>Government Sponsored Students</u></p> <ul style="list-style-type: none"> • Responsible for the processing of invoices for sponsored students in accordance with the sponsors' specific requirements. • Establish rapport and maintain a close working relationship with sponsors to ensure accounts are paid and issues are resolved on a timely basis. • Regularly follow-up of outstanding payments with sponsors and students. • Manage Financial Guarantees relating to sponsors.

	<ul style="list-style-type: none"> • Manage Overseas Students Health Cover (OHSC) charges for sponsored students. • Providing assistance to sponsored students in relation to any issues regarding their enrolment and payment of fees. <p><u>External program</u></p> <ul style="list-style-type: none"> • Responsible for BBT Program Account Receivables. • Management of sending daily statements in YEN to students. • Following up on overdue accounts • Manage enquiries from students regarding payment of outstanding fees • Respond to enquiries and resolve issues in relation to student accounts. • Place sanctions for students with outstanding debts per policy. • Responsible for the posting of all receipted transactions into the Finance One system on a daily basis ensuring accuracy and completeness to facilitate the preparation of monthly bank reconciliations. • Assist other staff within the Accounts Receivable team as required • Maintain constant review of processes and procedures, identify, recommend and implement improvements with a view to improving the efficiency and standard of delivery of client services.
Working Relationships	<ul style="list-style-type: none"> • Develop positive working relationships with clients both internal and external particularly; Academic Services, School Academic Advisors and the University's Bank. • At all times conduct business in accordance with University Financial and Statutory regulations and policies when dealing with all clients. • Timely, accurate and professionally presented verbal and written communication with students, internal and external clients.
Understanding of Quality Assurance	<ul style="list-style-type: none"> • Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. • Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.
Understanding of Cultural Sensitivity	<ul style="list-style-type: none"> • Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. • Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.
Understanding of WHS Responsibilities	<ul style="list-style-type: none"> • Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area. • All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame. • Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).

Note - the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.