



Loyola College
Position Description
ACCOUNTS RECEIVABLE OFFICER

Role:

The Accounts Assistant reports to the Business Manager. This person predominantly has overall responsibility for the Family Debtors function, such as control of fee account arrangements, receipts and payment follow up. The Accounts Assistant will also assist with other functions of the Department as required.

Key Responsibilities:

Collections:

- Document and follow up fee payment arrangements of families.
- Process the collection of past-due accounts by sending reminders, making phone calls, and initiating collection efforts as necessary.
- Attend personal meetings with parents/guardians re: outstanding fees.
- Follow up outstanding fees (phone and/or letter) according to the College Fees & Charges policy.
- Advise and apply split payment charges against separated families.
- Process and follow up of all VCAT applications and attending VCAT hearings when required.
- Document notes of dialogue/meetings with parents

Payment Processes:

- Receive and record payments, ensuring accuracy and proper allocation to the appropriate accounts.
- Calculate Fee Paying Arrangements annually in November in preparation for the coming year.
- Prepare, maintain, and authorise Direct Debit files.
- Prepare, maintain, and authorise automatic Credit Card files.

Account Reconciliation:

- Regularly reconcile accounts receivable to ensure accuracy and resolve discrepancies.
- Process debtors' credits, concessions, write-offs as approved by the Business Manager.
- Calculate exit fees for withdrawing students.

Financial Reporting:

- Prepare regular reports on accounts receivable status and provide updates to management.

Customer Service:

- Respond to enquiries from students, parents/guardians, and other stakeholders regarding their accounts and provide customer service.

Credit Balances:

- Monitor and process credit balances, ensuring prompt refunds or application to future charges.

Compliance:

- Ensure compliance with school policies, relevant laws and regulations (eg Privacy Act 1988), related to accounts receivable.

Other:

- Prepare and distribute the new / revised Fee-Paying Arrangements together with an annual Fee Pack to all families.
- Ensure all advertised materials regarding fees are current.
- Archive files and forms at the end of each year in preparation for the coming year.
- File all family correspondence, ensuring the database and debtor files are always current.
- Assist Business Manager with other finance/administrative duties.
- Attend regular meetings with Business Manager re: status of fee accounts.
- Liaise with the Business Manager and Accountant if families fail to adhere to conditions of the Tour Agreement (ie. payment of fees)

- Liaise with the Registrar on incoming and outgoing students/families.
- Liaise with the Registrar annually to prepare the February Census.

Personal Traits:

- Ability to work with a minimum of supervision.
- Strong attention to detail and accuracy in data entry.
- Excellent communication and interpersonal skills.
- Ability to work as a team member.
- Strong interpersonal and communication skills (both verbal and written).
- Ability and confidence in dealing with sensitive and difficult financial situations of parents.
- Ability to work under pressure and meet deadlines.
- A commitment to ongoing professional development.

Specific skills:

- Sound knowledge and experience in MS Office applications (MS-Word, Excel, Outlook).
- Ability to maintain accurate records.
- Experience in Accounts Receivable is mandatory.
- Experience and/or knowledge with the Synergetic Student Management/Finance system is desirable.

Hours of Duty:

The role is a full-time role consisting of 38 hours per week.

Salary, conditions, and benefits:

- The conditions of the Catholic Education Multi Enterprise Agreement (CEMEA) 2022 apply to this position and is Education Support Employee, Category A, Level 3 that receives four weeks annual leave to be taken over the student vacation as arranged with the Business Manager (except that the last full week of January is usually not available for leave).
- The salary level is based on experience and qualifications.
- Superannuation and Leave Loading will be paid as part of the CEMEA 2022 agreement and current government legislation.
- A discount of approximately 15% of tuition fees and pro-rata for part-time staff applies to children attending the College and is granted at the discretion of the Principal.
- Salary sacrifice options, such as Superannuation, are approved by the Principal.

Child Safety

- Be familiar with and comply with the College's Commitment to Child Safety, Child Safety Policy, Safeguarding Children and Young People – Code of Conduct and any other policies or procedures relating to child safety.
- Hold a current Working with Children Check and Police Record Check.