

Position Description – Accounts Receivable Officer

Core Detail

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| Title | Accounts Receivable Officer |
| Role | As part of the Accounts Receivable Team, maintain resident records and produce accurate monthly resident billings. Assist in the management of debtors to ensure timely collection of fees. |

Position Parameters

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| Employment | Full time |
| Reporting to | Accounting Manager |
| Location | TriCare Head Office, Mt Gravatt |

Detailed Description of the Position

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| Resident Monthly Statements | <ul style="list-style-type: none"> • Process monthly charges, journals and credits, interest on arrears associated with residents' accounts. • Process payments received from residents for statements. • Maintain resident records to enable accurate billings. • Process sundry charges recoverable from residents. • Print statements and various reports for month end. • Organise distribution of statements. |
| Debtors | <ul style="list-style-type: none"> • Prepare monthly aged debtors reports. • Coordinate distribution of aged debtor reports to facilities. • Update of status of debts into master debt spreadsheets. • Correspondence to follow up with residents and families to collect overdue debts. • Reconcile debtors ledger to control accounts in the general ledger. • Review and control of Entry Contributions accounts. • Process refunds on request. • Provide assistance to residents on account enquires. • Assist in debt collection including liaising with third parties and debt collection agencies |
| Other duties | <ul style="list-style-type: none"> • Ensure correct filing (hard & electronic) of all accounts receivable related reports, correspondence, etc. |

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- Maintain Resident & Customer Masterfiles.
 - Ensure correct reconciliation of billings monthly.
 - Ensure appropriate managers are informed of issues that may become problematic.
 - Other duties or projects as directed by the Manager – Accounting Services.
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Skills and Knowledge

- Excellent written and verbal skills including high attention to detail and accuracy
- Full function accounts receivable processing
- Organisational skills, and the ability to prioritise work is essential
- Knowledge of accounts processes in aged care / retirement living environments
- Ability to liaise with all levels of the organisation
- High level of computer literacy, including Microsoft Word, Excel and Outlook
- Computer skills in Epicor ERP system (desirable)

Personal/Other Attributes

- Exercise confidentiality with all TriCare information
- Ability to take responsibility for allocated tasks and complete them with minimum supervision
- Take pride in your work
- Adaptability and flexibility, and the ability to work in a team environment
- Willingness to apply oneself during periods of heavy workloads to meet deadlines

Experience

- Minimum 5 years' experience in an aged care or similar accounts receivable role
- Demonstrated working knowledge of accounts receivable systems
- The ability to perform duties accurately in a high volume environment
- The ability to be diplomatic and helpful when answering telephone queries

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.

Performance Measures

Annual Quality Performance Improvement Review.