

Position Description – Accounts Receivable Team Leader

Core Detail

Title	Accounts Receivable Team Leader
Role	Maintain electronic and manual resident records to enable the accurate billings and debt management for all Aged Care and Retirement Living Residents, along with Government funding, on a monthly basis. Maintain financial information in relation to Resident Bond payments to ensure prompt and accurate refunds and compliance with Prudential Guidelines and reporting. Guide and supervise the day to day running of the Accounts Receivable Team.

Position Parameters

Employment	Full time, permanent
Reporting to	Accounting Manager
Staff directly supervising	Accounts Receivable Officers
Location	TriCare Head Office

Detailed Description of the Position

Supervising Staff	<ul style="list-style-type: none"> • Allocate, delegate and supervise work - delegate and supervise certain tasks to team members to improve workplace functions and efficiencies. • Promote effective teamwork for achieving organisation goals of Accounting Services and TriCare. • Review, monitor and implement improvements to Accounts Receivable processes and systems. • Influence changes to systems and processes - open to new ideas coming from team members. • Support team members with problem solving and guidance on difficult issues.
Resident Monthly Statements	<ul style="list-style-type: none"> • Process changes to resident fee structure and miscellaneous charges. • Maintain master list of fee charges. • Maintain resident records to enable accurate billings. • Process payments received from residents.

	<ul style="list-style-type: none"> • Record resident movements – daily. • Reconcile resident movements on a weekly basis to ensure accurate billings. • Print statements and distribute on a timely basis. • Manage issue of Estate letters and other sundry correspondence.
Refunds	<ul style="list-style-type: none"> • Process refunds on request for credit funds via cheque or direct debit.
Debtors	<ul style="list-style-type: none"> • Maintain records to ensure outstanding debtors are followed up. • Liaise with facility personnel to ensure the best approach is taken when following up debts. • Escalate possible bad debts to management for legal action as required. • Correspondence – written & verbal – to follow up residents. • Reconcile debtors' ledger to accounts receivable control accounts in the general ledger.
Customer Service	<ul style="list-style-type: none"> • To assist residents with account enquires.
Government Funding	<ul style="list-style-type: none"> • Maintain resident records to enable accurate funding billings. • Complete monthly Medicare funding claim on a timely basis. • Process monthly funding billing in Epicor. • Reconcile billing to monthly Medicare claim advice and instigate reclaims as required to ensure correct funding is claimed and received. • Maintain master list of subsidies and other funding. • Liaise with facility management and departmental managers to ensure records in Epicor align with resident database. • Prepare monthly adhoc reports as required.
Accommodation Bond Management	<ul style="list-style-type: none"> • Maintain records in relation to new RAD receipts. • Process monthly Bond retention billing and reconcile to General Ledger. • Process Bond and RAD refund payments.

Other

- Provide debtor information to be included in Board Reporting.
 - Ensure correct filing (hard & electronic) of all accounts receivable related reports, correspondence, etc.
 - Maintain Resident and Customer Master Files.
 - 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 Accounting Manager.
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Skills and Knowledge

- High level communication skills; encourage open discussions with team members
- Excellent written and verbal skills including high attention to detail and accuracy
- Full function accounts receivable processing
- Problem solving and analytical ability
- Exceptional organisational skills – review and introduce systems that guide team members
- The ability to prioritise work is essential
- Knowledge of accounts processes in aged care/ retirement living/healthcare environments (advantageous)
- 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.
- Self-starter – motivated and works under own initiative without requiring direction.
- Attention to detail – thorough and accurate approach to work.
- 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 accounts receivable role or equivalent
- Minimum 5 years' experience in supervising staff
- 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 Performance Review.