

Role Details

Title	Accounts Receivable and Billings Manager
Reporting to	General Manager – Corporate Services
Direct Reports	5
Location	TriCare Head Office - 250 Newnham Road, Mount Gravatt QLD 4122

Role Purpose

As part of the Allegiance Finance team, the Accounts Receivable and Billings Manager is responsible for the end-to-end management of billing, accounts receivable, and debt recovery across the Allegiance team. The role ensures accurate, timely, and compliant revenue processes that support cash flow, regulatory obligations, and high-quality resident outcomes within an aged care environment.

Leading the accounts receivable and billing function, the role provides operational oversight, drives continuous improvement in billing and collection processes, and acts as a key point of accountability for revenue integrity, reporting, and compliance with Aged Care legislation.

Main Duties / Responsibilities

- Own the end-to-end billing function, ensuring the accurate and timely generation of invoices in accordance with client agreements, fee structures, and Aged Care legislation.
- Ensure correct interpretation and application of complex client fee arrangements to optimise revenue outcomes and maintain compliance.
- Ensure the integrity, accuracy, and completeness of billing data across revenue systems.
- Accountable for the end-to-end accounts receivable function, including monitoring aged debtors, implementing effective debt recovery strategies, and minimising bad debts.
- Ensure timely, proactive follow-up on outstanding balances to support sustainable cash flow and adherence to organisational policies.
- Seek approvals and manage processes for bad debt write-offs.
- Lead organisational engagement with Services Australia and other relevant external agencies, including billing, reconciliation, and issue resolution.
- Maintain knowledge of legislative and regulatory changes impacting aged care billing and revenue management, ensuring processes remain compliant.
- Lead, supervise, and develop the accounts receivable team, providing clear direction, delegation, coaching, and performance management.

- Build team capability and accountability to ensure consistent, high-quality service delivery and compliance with Aged Care legislation and organisational standards.
- Provide management-level reporting and insights on billing performance, collections, aged debt, and revenue trends to inform decision-making.
- Contribute to revenue forecasting and budgeting activities in collaboration with the Finance Manager.

Skills and Experience

- Strong proficiency in **Microsoft Excel** (advanced formulas, pivot tables, data validation, lookups).
- Strong understanding of **accounts receivable, invoicing, and reconciliation** processes.
- High level of numeracy and commercial awareness.
- Experience in aged care is desirable.
- Tertiary qualification in a relevant field, preferably and/or with equivalent experience.
- Minimum 3 years' experience in the management of a revenue team.
- Superior leadership skills and an ability to motivate and lead a team of people.
- High degree of flexibility and ability to deal with change, growth, and pressure.

Key Attributes | Other

- Works in a structured and methodical manner, with a strong focus on accuracy and consistency across billing and revenue processes.
- Demonstrates accountability and ownership for revenue outcomes while maintaining a collaborative approach within the finance team.
- Communicates clearly and professionally with internal stakeholders, residents, families, and external agencies regarding billing and revenue matters.
- Strong communication and customer service capability, with the ability to communicate clearly and professionally in both written and verbal contexts.
- Well-developed problem-solving and analytical skills, particularly when reviewing billing, revenue, and account-related issues.

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.