

Position Description – Accounts Receivable Officer

Core Detail

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

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

Detailed Description of the Position

Resident Monthly Statements	• 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	• 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	• Ensure correct filing (hard & electronic) of all accounts receivable related reports, correspondence, etc.

- 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.

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.