POSITION DESCRIPTION

POSITION DETAILS

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Accounts Receivable/Collections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports to:</td>
<td>Manager (Accounting)</td>
</tr>
<tr>
<td>Last Reviewed:</td>
<td>January 2017</td>
</tr>
<tr>
<td>Location:</td>
<td>Kefford Building</td>
</tr>
</tbody>
</table>

POSITION PURPOSE:
Provide excellent customer service to parents, staff and sundry debtors at Wesley College through the delivery of a timely and accurate full function accounts receivable/collections service.

KEY ACCOUNTABILITIES:

- Enter receipts into the accounting system (Synergetic), allocating receipts to the correct debtors account
- Billing tuition fees, student charges, applying scholarships and other credits to accounts
- Management of tour account billing and collection
- Issuing statements
- Raising manual invoices for ad hoc services
- Banking – cash and cheque deposits, credit card payments, BPAY files, direct debit files
- Collections – reminders, creating and negotiating payment plans, low volume outbound calls, liaising with solicitors, weekly meetings re status of debtors accounts.
- Month end debtors reporting
- Queries from staff and parents re debtors accounts
- Ad hoc duties as and when required
WORKING RELATIONSHIPS:

<table>
<thead>
<tr>
<th>Contacts</th>
<th>Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of Finance</td>
<td>Manager</td>
</tr>
<tr>
<td>Manager (Accounting)</td>
<td>Direct Line Manager</td>
</tr>
<tr>
<td>College staff</td>
<td>Colleagues</td>
</tr>
<tr>
<td>Parents</td>
<td>Customers</td>
</tr>
</tbody>
</table>

CANDIDATE PROFILE:

Skills & Experience:
- Intermediate knowledge of Microsoft Office (in particular Outlook, Word and Excel)
- Previous experience using custom databases and/or systems (e.g. Synergetic)
- Previous relevant work experience, minimum 4 years

Personal Competencies:
- Excellent customer service skills
- Excellent oral and written communication skills
- Uses initiative and is proactive
- Works effectively in a team environment to ensure team objectives are achieved.
- Ability and willingness to learn new technology and systems and apply these to increase work effectiveness and streamline current processes.
- Ability to multi-task, prioritise and effectively manage a busy workload, particularly during peak periods
- Ability to support and empathise with others, as well as retain composure in high stress situations