

Position Description

Technical Admin, Accounts Receivable Officer

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HRM008	Technical Admin, Accounts Receivable Officer	July 2024	EO and FM	EO

1. Position Dimensions

1.1 Purpose

The Administration Accounts Payable Officer provides key communication, administration, and financial support duties for Lower Burdekin Water. The role provides timely, accurate and high-quality communication to staff, directors, customers, and other stakeholders whilst maintaining confidentiality, a positive demeanor contributing to the delivery of sustainable water services for the prosperity of agriculture, industry, community, and environment.

1.2 Results

The Technical Admin, Accounts Receivable Officer is responsible to:

1. Provide high quality, professional and confidential administrative support services to the Finance Manager and Technical Officer,
2. Create, process and reconcile customer accounts and receipts,
3. Be the first financial point of contact for all customer account queries,
4. Respond in a timely manner to both internal and external customer requests, investigate and resolve payment discrepancies, including reconciling accounts,
5. Ensure the collection and processing of revenue receipts is completed in a timely and accurate manner,
6. Report accounts receivable balances monthly (including ageing),
7. Manage outstanding accounts receivable balances including liaison with internal and external parties as required.
8. Contribute to the continued improvement of financial systems, processes, and procedures,
9. Maintain a high level of confidentiality in relation to all financial information.

1.3 Reporting structure

Reports to position	Finance Manager
External Liaison	Customers (farmers), Community Members, Government Departments, Statutory Authorities, Regional Organisations, Peak Bodies, Consultants, Business Groups Industry Bodies, Ministerial personnel (Federal and State), Contractors
Internal liaison	Operational and administration staff, management, and directors.

2. Skills, Experience, Knowledge, and Accountability

2.1 Knowledge and Qualifications required.

- Diploma or Certificate III or IV in business (administration),
- 2-4 years administration and finance experience,
- Advanced skills in MS Office and professional accounting software.

2.2 Key Skills and Experience

- Financial and administration experience,
- Experience in debt recovery management,
- Excellent written and verbal communication skills,
- Exceptional customer service skills,
- Ability to work autonomously, and be part of a broader team,
- Ability to work under pressure and timeframes; plan and organise workload,
- Strong computer literacy including the ability to work within accounting packages,
- High level interpersonal, relationship building and influencing skills.
- Ability to maintain confidentiality, high level of accuracy and attention to detail.

3. Key Accountabilities of the Position

Lower Burdekin Water aspires to be a progressive water service provider through collaborative partnerships, delivering sustainable water resources for the benefit of stakeholders and the environment. To achieve this vision Lower Burdekin Water requires professional, passionate, well informed, honest, trustworthy, self-motivated, efficient, and reliable staff to deliver the highest possible standard to its ratepayers and community.

The following list sets out the Key Accountabilities and Duties associated with this position.

3.1 Accounts Receivable

- Adhere to Lower Burdekin Water Financial Policies and Australian Accounting Standards,
- Timely follow-up of all overdue accounts and collection of all balances – including liaison with both external and internal stakeholders,
- Ensure accounts receivable databases in particular meters and billing spreadsheets are correct, orderly, and current,
- Ensure customer invoices/accounts/statements are correct and up to date before distribution;
- Receipting payments and correct allocation of payments,
- Reconciliation of receipts including bank reconciliations,
- Preparation of accounts receivable reports,
- Assessing collectability of overdue amounts and making recommendations regarding doubtful debt provisions where collectability is in question,
- Identify and recommend cost saving opportunities to management including competitive quoting.

3.2 Technical Admin support

- Administration of farm sale process within the business.
- Administration of Water Supply Agreements.

- Maintain currency of the records management systems and business registers of customers, meters and water supply agreements.
- Support the Technical Officer, including undertaking field work when required.

3.3 Office Administration

- Answer telephone calls, respond to customer queries and reply to emails,
- Receive, sort, and distribute incoming and outgoing correspondence, letters, and packages,
- Maintain filing and records management system,
- Schedule meetings and events including catering and room setup,
- Manage office supplies and order new supplies as needed,
- Ensure the office and workspace is clean and well maintained.

3.4 Workplace Health and safety

- Identify, assess, and control risks in accordance with the requirements set out in the Queensland Work Health and Safety Act and Regulations and company policies and procedures.
- Ensure Workplace Health and Safety management plans, systems, structures, delegations, procedures, and programs are implemented.
- Actively participate in safety training and toolbox meetings Investigate and report incidents and hazards as required.
- Develop and foster a positive safety culture.

4. Behavioural expectations of the Position

To be inserted, currently

Act with Integrity, honesty and treat everyone with respect.

Work as a team and support each other.

Curious and identify opportunities for improvement.

Strive to be the best for our people and our customers.

Share information openly and transparently.

Admit and report our mistakes and accept consequences for our actions.

Identify, control, and eliminate hazards.

Bring our best self to work, every day.

5. General

- Ability to undertake and perform higher duties from time to time; and
- Any tasks which assist in the successful administration of the business as reasonably instructed by your manager.

I hereby understand the requirements of the job description and position and will fulfil the obligations required of the key accountabilities, tasks, responsibilities and needs of the business.

Name: _____ Date: _____

Instruction for Managers

1. Give a copy of Position Description with letter of offer.
2. Copy signed Position Description for the Staff Member.
3. Update the Staff File Manager.
4. Place the signed copy on the staff file.

Instruction for Staff

1. Read the Position Description carefully.
2. Ask if you need any information clarified.
3. Keep a copy for you to use at work.
4. This may change with the Business.
5. Keep the Manager informed if changes occur.