

# Position Description

Position Title	Accounts Officer (AR)
Portfolio	Executive and Corporate Services
Reports To	Finance Manager
Employment Type	0.6 FTE Part-Time
Location	West Leederville

## Team Overview

This position sits within the Finance team, which is responsible for financial transactions, financial reporting, related compliance and supporting the organisation with transactional needs.

## Position Purpose

The Accounts Officer is responsible for all Accounts Receivable modules, process and collection activities, providing assistance to the Accounts Payable function and other transactional activities, as required.

## Key Accountabilities

Accounts Receivable	<ul style="list-style-type: none"> <li>Responsible for the Accounts Receivable Ledger consisting of customer details, transactions and balances</li> <li>Validate and create customer invoices and credit notes ensuring complete and accurate reporting</li> <li>Monitor, utilise and reconcile to non-integrated system sources for raising invoices and credit notes</li> <li>Match customer receipts to the appropriate transactions (credit card payments or EFT transfers)</li> <li>Respond to customer queries</li> <li>Contact customers for overdue payments and liaise with various teams or managers in the organisation as required to resolve disputed transactions and debt collection</li> <li>Email customer statements once month end is completed</li> </ul>
Accounts Payable	<p>Provide assistance as required, to the Accounts Payable function which will include:</p> <ul style="list-style-type: none"> <li>Managing the Accounts Payable Ledger</li> <li>Validate and process purchase orders, supplier invoices and credit notes</li> <li>Liaise with suppliers to resolve queries</li> <li>Reconciling the Accounts Payable module to general ledger control account</li> <li>Prepare batch payments for weekly payments</li> </ul>



	<ul style="list-style-type: none"> <li>Administration of the expense management systems and provide support to WALGA users</li> <li>Preparation of monthly expense statements</li> </ul>
<b>Compliance and Controls</b>	<ul style="list-style-type: none"> <li>Apply validation checks to customer invoices including verification of GST, computations, GL codes, correct department codes and authorisations</li> <li>Reconcile Accounts Receivable module to General Ledger Control account at month-end</li> </ul>
<b>Administrative Duties</b>	<ul style="list-style-type: none"> <li>Monitor and action the Accounts Receivable emails</li> <li>Assist with month-end processes</li> <li>Maintain customer account information</li> <li>Assist the Finance team with administration duties where required</li> </ul>

## Key Relationships

Who	Why
<b>Internal</b>	
<b>Manager</b>	<ul style="list-style-type: none"> <li>Escalate issues, make suggestions and provide updates</li> <li>Receive advice and report on progress towards business objectives and future directions</li> <li>Provide advice and contribute to decision making</li> <li>Identify emerging issues/risks and their implications and propose solutions</li> <li>Proactive in providing suggestions for process improvements</li> </ul>
<b>Team</b>	<ul style="list-style-type: none"> <li>Support a collaborative and inclusive work culture and balance the success of the organisation with individual and team goals</li> <li>Actively seek out opportunities to contribute to the broader organisation, supporting the accomplishments of teammates</li> <li>Foster a sense of unity and cooperation to achieve shared goals</li> </ul>
<b>Stakeholders</b>	<ul style="list-style-type: none"> <li>Manage expectations and resolve issues of the business units generating invoices</li> <li>Communicate needs and facilitate routine business transactions</li> </ul>
<b>External</b>	
<b>Stakeholders</b>	<ul style="list-style-type: none"> <li>Manage expectations and resolve issues with customers</li> <li>Communicate needs and facilitate routine business transactions</li> <li>Monitor and address enquiries</li> </ul>



## Key Competencies

<b>Knowledge and Experience</b>	<ul style="list-style-type: none"><li>• Demonstrated experience with all aspects of Accounts Receivable</li><li>• Working knowledge of accounting principles and bookkeeping</li><li>• Demonstrated experience with Enterprise Resource Planning systems (ERP)</li><li>• Demonstrated experience in debt recovery</li><li>• A practical working knowledge of GST as it applies to income transactions (<i>Desirable</i>)</li><li>• Knowledge of Business Central Wiise used to raise invoices and credit notes (<i>Desirable</i>)</li><li>• Proficient in the use of Microsoft Office 365 Suite in particular Excel</li><li>• Experience in a professional office environment</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>• Well-developed keyboard and data reconciliation skills</li><li>• Strong customer service focus and commitment to providing a quality service</li><li>• Well-developed numeracy skills</li><li>• Good time management, prioritisation and organisation skills with the ability to work with minimal supervision</li><li>• High level written and verbal communication skills</li><li>• Ability to use tact, diplomacy and negotiating skills when handling difficult customers to achieve a positive outcome for debt collection</li></ul>
<b>Behaviours</b>	<ul style="list-style-type: none"><li>• Set a tone of integrity and professionalism within WALGA and in dealings external to WALGA</li><li>• Contribute to a collaborative and inclusive work culture and establish relationships with stakeholders, focusing on building trust and rapport</li><li>• Take ownership of work and seek opportunities to contribute proactively</li><li>• Collaborate with the team while retaining ownership and accountability of the work</li><li>• Identify opportunities and implement initiatives for ongoing improvement</li><li>• Make timely and effective decisions in role, seeking advice where needed</li><li>• Shows an awareness of the principles of Workplace Health &amp; Safety and applies them by taking care and being alert about issues in the workplace</li></ul>
<b>Values</b>	Ability to demonstrate and apply WALGA's values. <ul style="list-style-type: none"><li>• <b>Respect</b> - We act honestly, with integrity and respect</li><li>• <b>Excellence</b> - We strive for excellence and an environment of continuous improvement</li><li>• <b>Accountability</b> - We take responsibility and work openly and transparently</li><li>• <b>Collaboration</b> - We value strong relationships and partnerships</li></ul>



WALGA

	<ul style="list-style-type: none"><li>• <b>Curiosity</b> - We encourage a spirit of enquiry, and an innovation mindset</li></ul>
--	--