

Position Title: Accounts Receivable Officer

Campus: Ballarat

Directorate: Finance

Department: Revenue

Reporting to: Assistant Accountant - Revenue

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: HS1

Enterprise Agreement: *Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025*

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Accounts Receivable Officer plays a vital role in supporting the financial operations of the allied health practice by ensuring timely and accurate billing, payment processing, and debt collection. This position is responsible for managing client accounts and maintaining accurate financial records in compliance with healthcare funding guidelines. A strong focus on accuracy, confidentiality, and empathetic communication is essential to ensure positive client experiences while supporting the organisation's financial sustainability and service continuity.

KEY ACCOUNTABILITIES

- **Invoice Management:** Prepare, issue, and manage accurate and timely customer invoices in line with contractual terms and company policies.
- **Payment Reconciliation:** Monitor incoming payments, allocate receipts, and reconcile accounts to ensure accuracy and completeness.
- **Debt Collection:** Proactively follow up on outstanding accounts through regular communication with customers to ensure timely collection of payments.
- **Customer Account Maintenance:** Manage and update customer records, credit limits, and payment terms, ensuring data integrity within the finance system.
- **Reporting:** Prepare aged debtor reports and provide regular updates to management on the status of receivables and overdue accounts.
- **Dispute Resolution:** Investigate and resolve customer billing queries and disputes promptly and professionally to maintain strong relationships.
- **Compliance & Controls:** Adhere to internal financial controls, audit requirements, and company policies, ensuring all AR activities are compliant and documented.
- **Process Improvement:** Identify opportunities to streamline AR processes, improve cash flow, and enhance customer experience.
- **Month-End Support:** Assist with month-end closing tasks including account reconciliations, adjustments, and reporting.
- Ensure month end transactions are completed accurately within agreed timescales.
- Support and provide back up in other finance areas as required.
- Ensure compliance with delegation of authority.
- Other duties as directed by the Assistant Accountant - Revenue.

KEY SELECTION CRITERIA

- **Experience in Accounts Receivable:** Proven experience in managing end-to-end accounts receivable processes, including invoicing, reconciliations, and debt collection.
- **Strong Attention to Detail:** Demonstrated ability to accurately process transactions, identify discrepancies, and maintain clean financial records.
- **Excellent Communication Skills:** Strong verbal and written communication skills, with the ability to liaise professionally with internal stakeholders and external customers.
- **Customer Service Focus:** Ability to handle billing enquiries and disputes diplomatically, maintaining positive relationships while ensuring timely payment.
- **Analytical and Problem-Solving Skills:** Competence in investigating account variances and resolving complex receivables issues efficiently.

- **Time Management and Prioritisation:** Capacity to manage a high-volume workload and meet deadlines in a fast-paced environment.
- **System Proficiency:** Experience using financial systems (e.g. SAP, Oracle, MYOB, or similar) and intermediate to advanced Microsoft Excel skills.
- **Knowledge of Accounting Principles:** Understanding of basic accounting and financial principles relevant to accounts receivable.
- **Team Collaboration:** Ability to work collaboratively within a finance team and contribute to continuous improvement initiatives.
- **Integrity and Confidentiality:** High level of professionalism, integrity, and discretion when handling financial data.

Work Environment

- Capacity to work as a member of a large finance team in a busy office environment.

Personal attributes

- Motivated, able to work in a team environment
- Excellent communication, negotiation, organisational and time management skills
- Able to communicate effectively to a wide range of people including staff, visitors, patients and residents and the wider community
- Commitment to quality, best practice and environmental safety
- Ability to maintain the highest levels of confidentiality on all issues relating to the organisation and all stakeholders

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.

DECLARATION

Grampians Health reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

I have read this position description and understand its contents.

Signed : Date :
Name:

Manager / Executive

This position description accurately describes the essential functions assigned to this position.

Signed : Date :
Name :
Position :