



Position Description

Position Title: Client Services Accounts Officer

Department: Client Services

Reports to Position: Pathways Practice Manager

Direct Reports: nil

Guide Dogs Queensland Values

All employees are required to conduct all activities in a manner consistent with our CARES values:

C – Committed

A – Accountable

R - Respectful

E – Ethical

S – Successful

NDIS Risk Assessed Role

Managers to complete risk assessment – please select:

Key Personnel Role ☐ Yes ☒ No

Delivery of support/services to clients ☐ Yes ☒ No

More than incidental contact with clients ☒ Yes ☐ No

Position Overview

- To support and assist the Client Services Team in undertaking the Accounts Receivable function in order to facilitate a high level of care for our vision impaired and blind community.
- The Client Services Accounts Officer works to provide professional and confidential administration services to support effective service funding and day-to-day functioning. The role will be essential to ensuring that our services is perceived as accessible and welcoming.
- The Client Services Accounts Officer is generally the first point of contact with funding organisations. As such, it is essential that they are pleasant, courteous, highly professional and able to interact with a wide and diverse group.
- The Client Services Accounts Officer will work proficiently in a fast-paced environment, and collaboratively with all GDQ staff, including allied health practitioners and external providers.
- This role is a fulltime role working 76 hours per fortnight.

Essential Functions and Responsibilities

- Process all accounts receivable (debtor) transactions for all GDQ clients in accordance with GDQ policy.
- First financial contact point for GDQ client billing enquiries.
- Prepare and send invoices and statements to GDQ clients.
- Liaise with the Allied Health Team and Guide Dog Services Team to ensure that GDQ clients are invoiced correctly and timely.
- Process debtor receipts and follow up outstanding debts.

Position Description

- Review outstanding debtors and provide information to the General Manager Client Services on a regular basis.
- Maintain accurate and up to date client records on the Client Database for client services and equipment.
- Maintain accurate financial records including petty cash, expenditure, reconciliations and requests for reimbursement.
- Invoicing and accounts receivable monitoring of NDIS, Medicare and Private Health services
- Administration and allocation of public transport passes and cab charge vouchers for team members and clients.
- Administration of Taxi Education and provision of materials as required to improve travel experience for clients.
- Administration tasks in regards to the NDIS and other funding sources.
- Map and document all Client Services Accounts Receivable processes and procedures to ensure consistent best practices are employed, and controls are in place.
- Assist the General Manager Client Services and the Finance Team in other activities as required from time to time.
- Administrative tasks associated with team meetings, including minute taking, record keeping of attendance and dissemination of minutes as required.
- Provide continuous improvement of the processes.
- Provide reception duties cover for the GDQ Head Office reception desk as required.
- Actively participate in cross-skilling of other Pathways team member roles, and provide cover as required to enable continuity of administration and service delivery.

Other Duties and Responsibilities

- Maintain the strictest confidentiality whilst dealing with personal and sensitive information and providing value added services across the GDQ team.
- Other duties as required.
- Participate in professional development opportunities.
- Complies with GDQ Quality Management System and its certifications.
- Act as a Warden or First Aid Officer where required.
- Foster pleasant, respectful and productive working relationships with staff.

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- All employees are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Supervisory Responsibilities

nil

Knowledge and Skills

Essential

- As part of our recruitment and selection process, applicants will be required to undergo pre-employment criminal history checks as required by prevailing legislation
- Demonstration of previous work experience in a similar role, preferably in a medical or allied health setting.
- Thorough understanding of accounting principles including double-entry accounting, reconciliations and reporting.
- Demonstrated knowledge of invoicing and accounts receivable for medical income, eg. Medicare, DVA, NDIS.
- Certificate IV in accounting or equivalent qualification or knowledge and experience.
- Experience in using financial management software and reporting tools.
- Have a strong client focus including empathy, patience and understanding.
- Excellent phone manner.
- High attention to detail and accuracy in work
- Excellent Customer Service skills.
- Be a focused team worker.
- Be self-motivated, confident, enthusiastic and proactive.
- High level of computer literacy including medical practice management software .
- Have exceptional written and verbal communication skills.
- Ability to work effectively within a team to achieve goals.
- Adaptability and flexibility to changing work environments and requirements.

Desired:

- Knowledge of NDIS processes and invoicing



Position Description

- Knowledge of Salesforce – Lumary/Skedulo
- Knowledge of Xero
- Knowledge of Netsuite

Working Conditions and Environment

The position is based at Guide Dogs Queensland Head Office in Bald Hills.

The position works in a general clerical capacity, working at a computer station, using a phone, and computer equipment.

I acknowledge that I have read and understood the key performance areas described in this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake other duties that are not listed in this statement. I have received a copy of this Position Description for my records.

(Only to be signed by the successful candidate or position holder – not to be signed by applicants for the position).