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| <b>Position</b>       | Billing / Accounts Receivable Officer     |
| <b>Date effective</b> | January 2018                              |
| <b>Conditions</b>     | Individual common law contract, full time |

**Who we are:**

Lutheran Services is a respected not-for-profit organisation providing services in the fields of aged care, disability, family support, youth support and chaplaincy in Queensland. Lutheran Services provides quality and contemporary support and accommodation for older people, youth and their families, people living with disability or mental illness, and families experiencing domestic violence and hardship.

**Our philosophy and vision**

Lutheran Services exists to serve. Delivering the best in service, care and accommodation while making a meaningful contribution to communities is at the core of what we do.

**Our values**

- Offering grace and hope
- Delivering faithful service
- Respecting the dignity of the people we serve
- Fostering a committed and innovative culture
- Securing a sustainable future

**Purpose of the role**

To provide Billing / Accounts Receivable support across the Lutheran Services business.

**Reporting relationships**

The Billing / Accounts Receivable Officer reports to the Finance Manager – Corporate & Systems. This position will work closely with other members of the Shared Services team.

**Qualifications/Experience**

The incumbent will have a customer service focus, and a proven ability to work as part of a team and through maintaining effective work relationships. Attention to detail and problem solving abilities are essential, as is a sound working knowledge of Accounts Receivable processes in an aged care environment, or a similar sector. The ability to process data entry efficiently and accurately is also essential. The incumbent may hold a formal qualification in accounts administration or accounting.

**Legislative/policy requirements**

All employees must have a current National Police check and will be required to provide proof of working rights. The incumbent will be required to provide medical information relevant to this position by submitting to a pre-employment medical and be deemed fit by Lutheran Services Chief Medical Officer.

**Roles and responsibilities**

Within the policies established by Lutheran Services and working in collaboration with relevant managers and employees, the occupant of this position will:

- Work closely with the Finance Manager to develop efficient centralised processes for resident billing, bonds, and government subsidies in order to maximise Lutheran Services' revenue streams;
- Assist with managing the resident related financial accounts, including providing advice and guidance on all aspects of resident documentation, billing and bonds;
- Establish and process direct debits, prepare periodic resident billing, distribute invoices and statements, submit and process electronic events to Medicare, calculate bond refunds, receipt cheques and deposits and record ACFI assessments;
- Complete regular reconciliation of Government Subsidies;
- Provide full function accounts receivable processing, including bank reconciliations, cash flow reporting, debtors, and standing journals;
- Provide backup support to other team members as required;
- Demonstrate strong customer service focus with the ability to build strong stakeholder relationships;
- Support other related activities as requested.

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| <p><b>NOTE:</b> This position statement is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.</p> |
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