

ADMINISTRATION SERVICES OFFICER – ACCOUNTS RECEIVABLE

Position Description and Duty Statement

Remuneration Scale	Entitlements under the VCMEA: Level 3 Category C (inc. 7 weeks school holidays)
Full Time Equivalent	1 FTE - 38 hours per week
Reports to	Administration Team Leader

Overview

All staff members of Clonard College are expected to uphold the Kildare Ministries Core Values, apply them to their work and ensure their priorities focus on quality teaching and learning, student and staff wellbeing and the careful stewarding of physical and financial resources.

Administration Services staff are the public face of the College. Each day, every member of the team exemplifies the values of hospitality, service, compassion, and justice in their interactions with students, staff, families, and the general public. Our College motto “*Strength and Kindliness*” comes to life in each staff member as they demonstrate the strength to do their job well and the kindliness to undertake it with compassion.

Primary Objective of the Role

The Administration Services Officer (ASO) – Accounts Receivable undertakes end-to-end responsibility for the collection and processing of fees and charges and other monies collected for and on behalf of Clonard College.

Major Areas of Responsibility

The ASO – Accounts Receivable manages the collection and processing of fees and charges and other monies collected for and on behalf of Clonard College including the Student Conveyance Allowance System (SCAS).

Statement of Duties

The following duties are aligned to the major area of responsibility of the ASO – Accounts Receivable:

ACCOUNTS RECEIVABLE

The end-to-end management of accounts receivable involves the ASO – Accounts Receivable perform duties across the following functions:

- School Fees and Charges
 - preparing, customising, and distributing statements of student fees and charges (inc. building fund)
 - establishing payment methods with all families
 - collecting and processing payment of fees and charges
 - processing fortnightly and monthly payment arrangements (credit card, direct debit, and EFTPOS)
 - preparing and issuing fee accounts rendered
 - finalising accounts for exiting students including stopping any funding from additional sources
 - reconciliation of online student resources including online levies from booklist provider
 - research and recommend programs or financial supports available for families requiring assistance
- Other Receivables
 - collecting and accurately accounting for all monies received including camps, fundraising, canteen, and other College activities
 - processing CSEF claims and payments
- Banking
 - ensuring all monies collected balance and are banked each day
 - ensuring processes associated with receipting payments and banking
 - oversight and processing of CDF Pay transactions including monthly reconciliations
- Credit Card Processing
 - processing monthly credit card arrangements using COPS
- Communications
 - responding to fee enquiries
 - following-up all overdue accounts
 - ensuring discussions with overdue accounts are noted in each debtor file
 - maintaining a close relationship with the College-appointed debt collection service ensuring
 - appropriate authorisation is received before sending accounts for debt collection
 - liaise with the Business Manager as to the status of accounts sent for debt collection
 - accounts sent for debt collection are monitored and
 - all relevant information is provided to collection service
- Petty Cash
 - processing and balancing petty cash payments and reimbursements

STUDENT CONVEYANCE ALLOWANCE SYSTEM (SCAS)

Attending to the College's participation in the SCAS involves the ASO – Accounts Receivable in:

- responding to enquiries regarding SCAS
- processing conveyance allowance forms
- maintaining accurate student travel information cross referencing travel eligibility and address changes
- processing conveyance allowance payments through SCAS
- co-ordinating bus up-date forms, maintaining and cross-referencing address changes and conveyance eligibility



OFFICE DUTIES

The ASO – Accounts Receivable will at times be required to assist with general reception and front office duties. This includes but is not limited to:

Ensuring all students, families, visitors, contractors, and deliveries are attended to promptly, hospitably, and informatively as follows:

- greet, sign in and direct visitors
- answer incoming calls, redirect calls, take, and distribute messages
- receive and direct deliveries, process and distribute incoming mail, compile outgoing mail
- ensure compliance with College sign in/sign out procedures for students, staff, visitors and contractors in line with the College’s Child Safe Policy
- overseeing student arrival and departure procedures through reception
- making PA announcements

Facilitate first aid response and support to students who present to sick bay including:

- administering first aid
- monitoring students presenting to sick bay
- contacting parents as necessary

OTHER

The College ASO-Accounts Receivable position is, at times, required to undertake other duties related to the role as directed by the Business Manager in consultation with the Administration Team Leader. This may include but is not limited to:

- providing general clerical assistance such as photocopying, filing and archiving
- assisting with student attendance recording and management

In negotiation with the Principal it is possible for this role to evolve to capitalise on the individual strengths and initiative of the person in the position.

PROFESSIONAL LEARNING

The College ASO-Accounts Receivable position will undertake professional development and training to maintain a high level of awareness of current and best practice in the major areas of responsibility associated with the role. This includes:

- commitment to engaging openly and willingly in professional learning
- continuing development of ICT skills as technologies evolve.

Qualities and Capabilities

The effective performance of ASO – Accounts Receivable will be due to their demonstration of a comprehensive range of the following:

Attributes & Dispositions

- respect for the core values of Kildare Ministries as lived at Clonard College
- commitment to Clonard Vision
- hospitable and timely service to all
- compassion, objectivity, and clarity when handling difficult situations
- discretion and confidentiality when handling sensitive information
- perseverance, calm and patience in complex and stressful situations
- loyalty, trustworthiness, dependability, and reliability
- understanding the need for mutual accountability
- collaborative and flexible participation in professional settings
- openness to learning in all situations

Commitment to Catholic Education

- A demonstrated understanding of the ethos of a Catholic school and its mission
- Demonstrate a commitment to instil in students a respect for each other in accordance with the teaching of Jesus Christ
- Demonstrate a commitment to personal witness as a member of a faith community
- Engagement in College rituals and liturgical celebrations

Commitment to Child Safety

The ASO – Accounts Receivable will:

- have a demonstrated understanding of child safety
- have a demonstrated understanding of appropriate behaviours when engaging with children
- be familiar with legal obligations relating to child safety (e.g., MO 1359, mandatory reporting)
- be a suitable person to engage in child-connected work

Knowledge & Understandings

- comprehensive understanding of the College's policies and procedures regarding enrolments and fee collection
- the appropriate avenues and resources for seeking support and clarification especially when handling sensitive information
- first aid competence demonstrating the skills and knowledge required to provide first response and sick bay support
- thorough knowledge of an accounts receivable function in an organisation

Skills & Capabilities

Exemplary customer service focus demonstrating:

- excellent communication and listening skills
- the capacity to deal with multiple demands ensuring responding in a timely manner
- the capacity to maintain professional relationships within the College community and the wider community when acting on behalf of the College

Excellent administrative skills demonstrating:

- the ability to implement effective and efficient work practices
- the ability to meet all deadlines
- the ability to locate information quickly and accurately
- the ability to work collaboratively, flexibly, independently, and creatively in a demanding environment

Excellent capabilities in the use of information and communication technologies especially:

- Microsoft Office system including Office365
- SIMON
- SAS 2000
- SCAS
- database management
- online and mobile applications used at the College (including Operoo)

The ability to integrate habits and practices of ongoing review and evaluation to ensure continuous improvement and development of the role and the administration services of the College.

Risk and Occupational Health and Safety

The ASO – Accounts Receivable will:

- comply with legislated occupational health and safety practices and participate in consultative processes
- observe safe work practices in accordance with training and instruction given
- identify, report and where appropriate, action risks/hazards to eliminate or mitigate against the risk recurring (Risks arising in the workplace may be financial, site, task or person specific or related to safety.)
- promote and implement occupational health and safety and risk mitigation processes within the College

Key Communications

Internal

Administration Team Leader
Principal
Business Manager
Principal's Personal Assistant
Administration Services Team
Students

Committees

Administration Services Team

External

Parents/Guardians
Visitors to the College

Background & Qualifications

- Comprehensive knowledge and understanding of advanced accounting practices and processes with extensive, relevant experience.
- Ability to demonstrate a high level of compassion and understanding when dealing with families and fee collection.
- A knowledge of Occupational Health and Safety procedures as it relates to this role.
- Ability to work in a highly organised and systematic way and make time sensitive decisions.
- Excellent communication skills.
- Proficient ICT skills including using the Microsoft suite of programs.
- Extensive experience working in an education environment (desirable).
- An equivalent combination of relevant experience and/or education/training (higher qualifications desirable).

Other Requirements

- Current Working with Children Card
- Current First Aid Certificate

- Comply with the Clonard College Child Safety Code of Conduct
- Comply with the KEM Ethical Standards Policy

Authorised by: HELEN WOOD

Date: DEC 2022