

## REVERA POSITION DESCRIPTION

<b>Position Title</b>	Accounts Officer – Accounts Receivable	<b>Team</b>	Finance
<b>Location</b>	Wellington	<b>Reports to</b>	Financial Controller
<b>Direct reports</b>	Nil	<b>Date</b>	March 2017

### PURPOSE OF POSITION

The purpose of this position is to provide financial, clerical and administrative services to ensure efficient, timely and accurate function within accounts receivable and participate in the team's processing of services revenues, cash management, contract administration and general ledger reconciliation.

It is also to provide some administrative support for the Wellington office

### KEY ACCOUNTABILITIES

#### Service Delivery

- Ensure all debtor accounts are setup with accurate information and maintained on a regular basis
- Prepare customer statements, invoices, and reconcile expenses to the general ledger
- Reconcile the accounts receivable ledger to ensure all payments are accounted for including allocation of payments, escalating any issues as appropriate
- Ensure that revenue is collected this includes reminding delinquent accounts, notifying customers of insufficient payments, maintaining low aged balance report and advising the Financial Controller and Client Engagement Managers monthly
- Responsible for filing of contract and documents in a timely and efficient manner
- Identify areas for continuous service improvements
- Provide back-up support for the wider Finance team as required

#### Customer Service

- Ensure customer service focus outcomes to exceed client expectations through positive engagement.
- To promote good relations between the service desk, internal teams, vendors and our clients.
- Demonstrate effective communication skills and the ability to interact professionally with a diverse group of clients and staff.
- Ensure reporting issues are analysed triaged to a high standard, or ensures the appropriate specialist teams are engaged to meet SLA's and KPI's.

- Maintains close liaison with the customers and other ICT teams to ensure the customers' expectations are set and will meet any agreed Service Level Agreements
- Must understand the business importance of Service Desk to both internal and external clients.
- Have excellent time management skills.
- Have outstanding oral and written communication skills.
- Be able to work calmly under pressure and meet deadlines.
- Have a 100% positive attitude, be a fast learner, takes initiative and a focus on Top Quality.

### **Relationship Management**

- Develops and maintains effective working relationships with all individuals and groups impacting on the position, both internally and externally
- Communicates effectively with a wide range of people, maintaining constructive relationships with those with different viewpoints and expectations
- Negotiates mutually acceptable solutions and resolves conflict constructively
- Conveys information in a way that provides a clear sense of direction to others. Writes and presents clear, concise, thoroughly researched communications appropriate to the audience

### **Team Work**

- Cooperate and work with other members of the team in order to achieve team goals
- Supports and explains decisions made by the Senior Leadership team in all relevant forums and discussions

### **General Management**

- Contribute to Revera objectives
- Act as a source of expert information and advice in the area of Data Protection for Revera
- Foster a safe environment by integrating safety and health into all aspects of work practices

## **REQUIREMENTS OF ROLE**

### **Qualifications and Experience**

- A minimum of two years' local accounts experience
- Office administration experience would be beneficial

### **REVERA EXPECTATIONS**

- Act in Accordance with Revera FLIERS and Cultural values
- Demonstrate shared leadership
- Comply with Revera's policies and procedures at all times
- Be able to work calmly under pressure and meet deadlines