

# POSITION DESCRIPTION



<b>Position:</b> Assistant Accountant and Receptionist
<b>Position Classification Level:</b> Community Services Worker Level 3 (as per Northside Enterprise Agreement)
<b>Reports to:</b> Finance Manager

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES					
<b>Vision:</b> A community where everyone matters and has the opportunity to fulfil their potential.					
<b>Mission:</b> Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.					
<b>Values:</b>	Courage	Integrity	Choice	Innovation	Collaboration

## POSITION OBJECTIVE

The aim of this role is to proficiently coordinate the activities of the front office, encompassing team guidance, client communication management, and financial task completion. This entails administering a streamlined system for debtor invoicing, ensuring punctual follow-ups, and managing various transactional operations via Tencia and Qikkids platforms. Further, it involves efficient reconciliation of bank accounts, processing payable accounts in a timely manner, and contributing to financial closing processes.

## KEY RESPONSIBILITIES AND DUTIES

- Provide guidance to the front office team to ensure effective operations.
- Generate and manage debtor invoicing for fees and services promptly, including the preparation of direct debits as necessary.
- Manage the reception area by promptly receiving and responding to incoming calls and in-person queries from clients, ensuring all inquiries are addressed professionally and efficiently.
- Carry out regular and timely follow-ups with debtors regarding outstanding payments and engage with third-party debt collectors when required.
- Keep debtor details up-to-date on the Tencia and Qikkids platforms.
- Process Qikkids debtor transactions such as payments and other fees and reconcile these transactions with the data in Tencia.
- Assist with payroll, when required.
- Manage the reconciliation of bank accounts, which includes the raising and processing of payments and revenue as required.
- Process payable accounts in a timely manner to maintain efficient operations.
- Prepare corporate credit card acquittals as part of regular financial procedures.
- Assist in preparing month-end journal entries and support the Shared Services team in managing month-end and year-end procedures, including adherence to the monthly finance timetable and preparation of work papers as required.
- Undertake other relevant duties as directed, demonstrating flexibility and commitment to the role.

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- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements to maintain a safe and inclusive workplace.

## **ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE**

1. Demonstrated experience in supervising and leading a team, preferably in a front office setting.
2. Exceptional communication skills, with proficiency in handling customer queries both over the phone and in-person.
3. Prior experience in financial management, including debtor invoicing, debt collection, account reconciliation, and processing payable accounts, preferably familiarity with Tencia and Qikkids platforms.
4. Willingness to undertake diverse tasks and adapt to changing work environments.
5. Commitment to upholding principles of equity, anti-discrimination, and organisational health and safety requirements.
6. Proven problem-solving abilities and excellent customer service skills.

## **QUALIFICATIONS AND/OR TRAINING**

- Relevant three-year degree in accounting or similar field or working towards; or
- Associate diploma with relevant experience.
- Full and valid Australian Driver's Licence

## **GENERAL EMPLOYMENT INFORMATION**

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

## **SIGNATURE**

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
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Employee Signature	
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