

Position Title:	Credit Officer
Division:	Finance
Reporting To:	Credit Manager
Direct Reports:	NIL

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD, and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity.

Diversity and Inclusion

Northcott actively promotes diversity and inclusion. We are committed to providing a workplace where every person is valued, respected and supported to progress. Northcott ensures no one is disadvantaged on the basis of their Aboriginal and Torres Strait Islander identity, culture, LGBTIQ+ identity, disability, gender, age, religion or caring responsibilities. We recognise the important role language and cultural understanding play in connecting with and supporting our diverse communities.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The objectives of the Finance team are to work collaboratively, internally and externally to:

- Ensure correct and timely internal and external financial reporting.
- Comply with internal (policy-driven) and external (statutorily driven) compliance requirements.
- Ensure an appropriate level of financial control frameworks the organisation.
- Proactively help all parts of the business to understand the financial implications of the work they do.
- Raise any issues that impact on Northcott's financial results in a timely fashion.
- Ensuring the business has the appropriate financial information to ensure appropriate decision making.

KEY OBJECTIVE OF THE POSITION:

- Manage a shared portfolio of plan managed and self managed customers, with customer accounts allocated across Credit Officers.
- Collect outstanding debts in line with Northcott policy, timeframes and agreed payment arrangements.
- Ensure customer queries regarding invoicing and statements are responded to promptly, accurately and professionally.
- Maintain accurate customer account records by ensuring all transactions are correct, allocated appropriately and reconciled.
- Build effective relationships with customers, Service Support Partners and internal stakeholders to resolve billing issues and support timely cash collection.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Excellent interpersonal skills with a demonstrated ability to build professional relationships and effectively communicate with internal and external stakeholders.
- Customer-focused, can-do attitude.
- Commitment to the rights of people with a disability.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Previous Accounts Receivable / Collections experience.
- Ability to provide support requiring the application of knowledge and skills gained through qualifications and/or previous experience while exercising high degree of judgement, initiative and decision making.
- Ability to provide specialist expertise or advice.
- Demonstrated track record of successful problem solving.

Position Description

- Ability to set outcomes and develop work methods where general work procedures are not defined.
- Demonstrable experience working in a high volume and complex environment.
- Ability and success to work to tight deadlines and under pressure.
- Valid NDIS Worker Screening Check (or willingness to obtain)
- Valid NSW Working with Children Check or Blue Card (or willingness to obtain)
- High attention to detail and accuracy.
- Strong interpersonal skills.
- Excel experience
- Strong verbal and communication skills

DELEGATION LEVEL

- NIL

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- Ability to write clear and concise business/customer communications.
- Focus efforts to meet internal customer and key stakeholder needs.
- Establishes close relationships with customers to ensure that their needs are met and that they understand Accounts Receivable billing process.
- Works with internal stakeholders (including Service Support Partners) to resolve customer billing issues, improve understanding of invoicing processes, and support timely payment.

Relationship Building

- A high level of effectiveness in a team-based environment and an ability to work autonomously.
- Establish and maintain effective professional relationships with internal and external stakeholders.

Problem Solving

- Ability to research options and propose solutions to problems.
- Flexibility in approach to achieve optimum business outcomes.

Time Impact

- Proven organisational skills with demonstrated ability to prioritise tasks, plan and organise work, and manage time to achieve role objectives.
- Meets all deadlines as these are critical to the business. Makes effective and efficient use of time and facilities.

DUTIES

The typical duties of this position include:

1. Manage a portfolio of allocated plan managed and self managed customer accounts, maintaining accurate account details and contact records.
2. Follow up overdue invoices using phone and email, negotiate payment arrangements where required, and document outcomes.

Position Description

3. Respond to customer enquiries regarding invoices, statements, credits and payments, providing clear explanations and timely resolutions.
4. Investigate and resolve billing discrepancies, including reviewing service delivery/billing data and working with Northcott Service Support Partners to correct any discrepancies in line with approvals.
5. Reconcile customer accounts to ensure all transactions are correctly allocated and accounted for, and follow up unapplied or mismatched payments.
6. Prepare and issue customer statements and other collection communications as required.
7. Work collaboratively with Northcott Service Support Partners and other internal stakeholders to resolve billing issues and support customer outcomes.
8. Monitor aged debt, prioritise collection activity, and escalate matters in accordance with the delegation and escalation framework.
9. Maintain accurate records of communications, actions and supporting documentation in relevant systems to support audit and reporting requirements.
10. Contribute to continuous improvement of billing and collections processes, templates and customer communications.
11. Support month-end activities by ensuring customer accounts are up to date, reconciled and appropriately actioned.
12. Provide regular updates and reporting to the Credit Manager on portfolio status, aged debt movements, disputes and escalations.
13. Actively participate in training and process updates to build capability within the Credit team and across Finance.
14. Complete general administration related to credit management and customer accounts (such as filing, archiving and record keeping).
15. Provide assistance to other areas of Finance as requested or as time permits, and perform other duties as required by management.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.