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| **Position Title** | **Accounts Officer** | **Department** | **Finance** |
| **Reports to**  | **Finance Manager** | **Effective date** | **May 2020** |
| **Responsible for** | **N/A** | **Location** | **Expression Australia Head Office** |

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| **Organisation Overview** | Expression Australia (formerly Vicdeaf & Tasdeaf) connects people to the life they want to lead - through ensuring better access, inclusion and equal opportunity. Expression Australia is an iconic and progressive community organisation, a rapidly evolving commercially oriented business and leader in providing services to people who are Deaf, hard of hearing or who experience barriers to participation. We strive to be a bi-lingual, bi-cultural organisation that respects both languages – Auslan and English - equally and celebrates the rich heritage and cultural diversity of the Deaf community and individuals. Expression Australia's vision and mission empower people to achieve better economic, cultural, social and civic participation in the community. |

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| **Role Overview** | The Accounts Officer is responsible for the administration of Expression Australia’s accounts payable and receivable, debt collection, petty cash, and bank reconciliations working in conjunction with the other finance staff. |

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| **Job Specific Responsibilities***Key performance indicators will be clearly defined through the performance planning process.* |
| **Contribute to the achievement of Expression Australia’s strategic objectives** | * Advance Expression Australia strategic plan and its vision through executing the organisation’s strategic priorities.
* Model behaviours that are consistent with the mission and beliefs of the strategic plan.

Model behaviours that reflect our values |
| **OHS & Quality Compliance** | * Take reasonable care for their own health and safety, and health and safety of others
* Adhere to OHS guidelines
* Adhere to the organisation’s Quality framework
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| **Accounts Payable** | * Prepare and process invoices for payment and with appropriate authorisations.
* Ensure invoices are accurate, with correct cost codes.
* Ensure invoices are paid in line with determined payment terms.
* Act as the first point of contact with debtors for payments and queries.
* Reconcile supplier statements and field supplier queries.
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| **Accounts Receivable**  | * Generate and send out customer/client invoices.
* Ensure accuracy for all accounts receivable transactions for all clients.
* Maintain up to date billing system, including customer files and records.
* Act as first point of contact for queries.
* Reconcile, and follow up on any outstanding invoices and payments, including monitoring customer accounts with delayed or non-payments. Ensure that each month debts are settled.
* Record all income.
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| **General Finance** | * Maintain all bank reconciliations including receipting of all income.
* Answer all general finance queries in a timely manner.
* Support finance processes including month end.
* Assist in reconciling corporate credit card statements.
* Process all employee expense claims.
* Follow established finance procedures.
* Assist in all other general finance responsibilities as required.
* Maintain all financial records/reconciliation in accordance with record keeping procedures/requirements
* Assist Finance Manager, and Finance team with any other duties as required.
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| **Core Capabilities (including Expression Australia Values highlighted in orange)** |
| **Respectful***Behaving ethically appropriate, respectful of culture and community and providing person centred services to clients and others* | Aligns client/customer needs to our services. Demonstrates active listening and questioning skills to identify client needs and issues.  | **Diversity***Showing respect for diverse backgrounds and experiences* | Uses basic professional competency to perform relevant work, working with a variety of people from various backgrounds in a bi-cultural, bi-lingual environment. Understands diversity and confidentiality requirements and is able to work with staff collectively.  |
| **Technology***Using and understanding technology to improve service delivery* | Develops ability to use technology within position, enters data and learns use of relevant communications and technology systems. Develops skills of adapting processes to keep pace with new technological developments  | **Accountable***Demonstrating responsibility for own work* | Develops an understanding of the link between own job responsibilities and overall organisational goals and needs.  |
| **Adaptive/Resilience***Demonstrating and developing individual coping strategies* | Learns and develops the skills of approaching work with energy, positivity and drive. Seeks guidance on solutions to ensure quality of work is maintained, regardless of working environment.  | **Progressive***Innovating and looking at ways to improve the lives of our clients and communities* | Learns to seek opportunities to work better and to recognise risk within the limits of the role. Learns to take responsibility for continuous improvement in own work and appreciates the importance of flexibility and creativity in role.  |
| **Inclusive***Working effectively and engaging with others to achieve a common goal* | Ability to work within a team environment cohesively and inclusively.   | **Commercially** **Focused***Ensuring that all services are right for our clients and our organisation* | Develops a working knowledge of role-related activities in the relevant area. Develops capability to influence and gain the confidence of clients and stakeholders. Meets service delivery requirements for the work area and services offered.  |
| **Auslan** | Our organisation is bi-lingual and bi-cultural, where Auslan and English are both utilised languages. The learning and use of Auslan is encouraged and endorsed in the workplace. Along with a willingness to learn Auslan, possess a positive attitude towards continuing to improve language skills is imperative |

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| **Job Specific Capabilities** |
| **Business Acumen -** *Demonstrating business knowledge and skills* | Has basic business acumen ability. Learns and develops relevant knowledge and technical expertise. Resolves routine problems and foresees outcomes. Assists with and supports change processes in their area and organisationally. |
| **Manage Risk -** *Ensuring that risks are effectively managed* | Complies with external requirements and internal policies and procedures, assisting business areas as needed and directed by manager. Frequent supervision on this. |
| **Plan -** *Applying proper planning to achieve priorities* | Actively manages own workload and time management. Adheres to reporting, documentation and administrative requirements. Maintains appropriate notes and other documentation to required standard. |
| **Problem Solving -** *Thinking and analysing to develop solutions to problems* | Has a basic knowledge around how to find solutions to issues in the workplace. Identifies opportunities for innovation and solves most problems in own work. |

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| **Knowledge, Skills & Experience** |
| **Essential*** Previous experience in accounts payable and receivable, debt collection and bank reconciliation and associated software (Sage Intacct experience is desirable)
* Competence with Microsoft Word and Excel
* Good communication and interpersonal skills including the capacity to liaise with individuals at all levels in a friendly, responsive and timely manner
* Applies integrity and ethics to all work related matters and ensures personal compliance within privacy and confidentiality legislation requirements
* Attention to detail
* Independent and self-motivated
* Highly developed organisational skills and the ability to successfully manage competing issues and deadlines
* Strong team focused approach both within department and with external departments

**Desirable*** Strong IT skills are an advantage
* IAS, AASB and AAS knowledge and practical application
* A basic understanding of the general legislative framework regarding corporate management
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| **Education / Qualifications / Certifications/ Memberships** |
| * Certificate/Qualification in accounting, finance or related field
* Driver’s License
* Auslan Level 2
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| **Travel Requirements** |
| * Infrequent
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| **I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed annually to maintain its relevancy and meets organisational objectives.** |
| **Employee signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |