



## FEES & COLLECTIONS OFFICER POSITION DESCRIPTION

<b>Position Title:</b>	Fees & Collections Officer	<b>FTE:</b> 1.0
<b>Classification:</b>	ESS Category A Level 2 -3 (Depending on experience)	<b>No. Direct Reports:</b> 0
<b>Reports to:</b>	Business Manager	<b>Fixed Term [ ]</b> <b>Ongoing [ x ]</b>
<b>Position Expectation</b>	<b>Child Safety</b> <ul style="list-style-type: none"> <li>• A sound knowledge of legal obligations relating to child safety under Ministerial Order No. 1359 Child Safe Standards.</li> <li>• Working familiarity with Child Safe requirements and expectations.</li> <li>• Responsible for applying the College's Child Safety and Protection Policy and procedures including being compliant with the EREA Child Safety Code of Conduct.</li> <li>• Be proactive in reporting any concerns or identified risk, always monitor and support student wellbeing in a manner which reflects school values.</li> </ul>	
<b>Position Summary:</b>	<p>This role is focused on the collection of Fees and Sundry charges for St Bernard's College. This position requires regular communications with the parents of students, Principal and Senior Leadership Team, and external service providers. It is essential to maintain good relationships within the College Community and at the same time ensure that the College's policies are adhered to. Timely response to and action on debtors' queries is an essential part of this process.</p> <p>This role is covered by Delegations of Authority in relation to Debtor write-offs and Debtor arrangements.</p> <p>This position reports directly to the Business Manager.</p>	
<b>Position Characteristics</b>	<b>Significant internal/external relationships</b>	<b>Internal</b> <ul style="list-style-type: none"> <li>▪ Business Manager</li> <li>▪ Finance Manager, Accounting Support &amp; Admin Team</li> </ul> <b>External</b> <ul style="list-style-type: none"> <li>▪ Parents and Guardians of the students attending the College</li> <li>▪ Financial institutions</li> <li>▪ Catholic Education Office</li> <li>▪ EREA</li> </ul>



	<b>Measure of Performance</b>	<p>The measures of good practice for the Fees &amp; Collections Officer shall include:</p> <ul style="list-style-type: none"> <li>• Accurate and timely Debtors Report by business day 2 of the month following, showing debtor, amounts overdue, actions to date, and any action still to be followed up.</li> <li>• All enquiries must be monitored showing receipt date and response date. It is expected that all queries would be answered within 48 hours of receipt</li> <li>• Weekly and monthly Arrangement Exception Report, ensuring that payments are monitored to ensure that parents are maintaining their arrangements. Failure to maintain payments arrangements must be actioned with five business days</li> <li>• All debts placed in the hands of the College's external service providers must be monitored and the corresponding file kept up to date</li> <li>• The processes documented within the Collection Procedures will be strictly adhered to.</li> </ul>
	<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Experience in a similar debt collection position.</li> <li>• Knowledge of Synergetic.</li> <li>• Knowledge of ACCC/ASIC Debt Collection Guidelines.</li> <li>• Exemplary computer skills, including high level keyboard skills</li> <li>• Experience with Microsoft packages</li> <li>• Prior experience in the education sector is desirable but not necessary.</li> </ul>
	<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Current Working with Children Check.</li> <li>• Police check.</li> </ul>

## Signature

### *Employee*

I have read this document and fully understand all my duties and responsibilities as outlined above.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_