

FEES & COLLECTIONS OFFICER POSITION DESCRIPTION

Position Title:	Fees & Collections Officer	FTE: 1.0	
Classification:	ESS Category A Level 2 -3 (Depending on experience)	No. Direct Reports: 0	
Reports to:	Business Manager	Fixed Term [] Ongoing [x]	
Position Expectation	 Child Safety A sound knowledge of legal obligations relating to child safety under Ministerial Order No. 1359 Child Safe Standards. Working familiarity with Child Safe requirements and expectations. Responsible for applying the College's Child Safety and Protection Policy and procedures including being compliant with the EREA Child Safety Code of Conduct. Be proactive in reporting any concerns or identified risk, always monitor and support student wellbeing in a manner which reflects school values. 		

Position Summary:	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. This role is covered by Delegations of Authority in relation to Debtor write-offs and Debtor arrangements. This position reports directly to the Business Manager.	
Position Characteristics	Significant internal/external relationships	Internal Business Manager Finance Manager, Accounting Support & Admin Team External Parents and Guardians of the students attending the College Financial institutions Catholic Education Office EREA

Key Responsibilities	Debt Management & Recovery	Manage th	e College collection process including:
	necovery	o Ma	aintain the Family Database using College Systems.
		o Re	espond to parent queries in a timely & efficient manner.
		o Re	gular Contact of debtors & Issue monthly Debtor Statements.
		o Do	ocumentation & communication up to date on College systems.
		o Pr	epare correspondence to families and external providers as required.
		o Re	epayment Plans - Families to be setup & monitored to payment plans.
		o Pr	epare recommendations for collection action and/or write off's to Business Manager
		th	onitor progress of accounts referred to external agencies for collection and respond to eir enquiry for transactions reports and other information for collection of debt standing.
		o If	required represent the College at VCAT hearings
	2. Other		Collector Officer, at times, be required to undertake other duties related to the role as y the Principal, Business Manager or Finance Manager.
Criteria	Capabilities and Behaviours	Interpersonal skills	Ability to communicate clearly, personably and effectively in both written and verbal form.
		Organisational skills	Well organised, attention to detail, self-motivated, ability to prioritise and meet deadlines.
		Build Relationships	Establish and maintain positive working relationships both internally and externally, to achieve the collection of debtor targets set by the College.
		Communicate effectively	Be able to speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
		Foster teamwork	Be able to work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance the College effectiveness.
		Working autonomously	Ability to be autonomous and self-motivated as well as contributing to a high performing team environment.
		Confidentiality	Always maintain confidentiality.

Measure of Performance	The measures of good practice for the Fees & Collections Officer shall include:	
	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.	
	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	
	 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 	
	All debts placed in the hands of the College's external service providers must be monitored and the corresponding file kept up to date	
	The processes documented within the Collection Procedures will be strictly adhered to.	
	Experience in a similar debt collection position.	
Knowledge and	Knowledge of Synergetic.	
Experience	Knowledge of ACCC/ASIC Debt Collection Guidelines.	
	Exemplary computer skills, including high level keyboard skills	
	Experience with Microsoft packages	
	Prior experience in the education sector is desirable but not necessary.	
Qualifications	Current Working with Children Check.Police check.	
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Signature

Employee

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