

ACCOUNTS / DEBT COLLECTIONS OFFICER

NORTHSIDE CHRISTIAN COLLEGE

Northside Christian College is a small school with big ambitions for each student. The College is set in a tertiary education precinct in the City of Whittlesea in Bundoora, Victoria. Northside provides engaging learning opportunities for students from Prep through to Year 12 with the mission to “Transform lives through Christ and the wonder of learning.” We provide an innovative learning framework within a safe and supportive Christian environment.

DESCRIPTION

Northside Christian College seeks to employ an Accounts / Debt Collections Officer. The successful applicant will need to:

- Build a culture of “on time” payment of school fees
- Build positive relationships with families to encourage them to prioritise payments for school fees.
- Keep the overall money owing for tuition fees at an acceptable level
- Follow and implement the College policy on debt collection.
- Regularly update the Business Manager and Principal on the progress of difficult collections.

The Accounts / Debt Collections Officer reports directly to the Business Manager and will need to have the following skills and experience:

- Experience in debt collection, or a similar area of financial or legal office administration, with excellent people skills and a high level of written and oral communication skills.
- Cert IV in Accounting or higher would be highly regarded.
- Demonstrated ability to follow policies and procedures and to make firm decisions within guidelines.
- Demonstrated ability to form relationships with customers
- Experience with accounting software and ideally with school administration software.
- Understanding of the legal processes relating to debt recovery.
- Demonstrated solid organisational and time management skills
- Demonstrated ability to show sensitivity to customers in difficult circumstances.
- Ability to work with minimal supervision.
- Demonstrated negotiation skills.
- In order to be considered for the role, applicants must demonstrate a commitment to the Christian faith, in addition to the mission, ethos and values of the College.
- The Northside Christian College ChildSafe Code of Conduct applies and all members of staff.
- The successful applicant must hold a current working with children clearance check.

Debt Collection Responsibilities

The following list is indicative of the responsibilities associate with this position.

- Follow the Fees Policy of Northside Christian College. Specifically with regard to debt collection policies and procedures.
- Follow up on all levels of outstanding debt with the goal of changing the payment culture of debtors so that they place priority on tuition fee payments.
- Build relationships with debtors who have outstanding debt.
- Invoice debtors for tuition fees and maintain the fee management system.
- Calculate payment amounts for debtors who wish to pay weekly, fortnightly or monthly.
- Follow up on failed regular payments to determine why payments have been missed and to ask for make-up payments.
- Provide advice to help reduce the outstanding debt of debtors who pay regularly but already have large accumulated debt.
- Collate fee assistance and scholarship applications and following approval processes apply these to debtors accounts. Calculate expected payments and set up payment plans.
- Liaise with the schools debt collection agency (for families with outstanding debt who are no longer enrolled in the school) in consultation with the Business Manager.
- Liaise with the Business Manager regarding unresolved larger debts - this may include either the provision of scholarships or termination of enrolment.

The salary and full time / part time fraction is dependent upon the experience and qualifications of the applicant.

Please visit <http://ncc.vic.edu.au> to access a non-teaching staff application form found under the “employment” tab. Applications must include a cover letter, resume and College application form for non-teaching staff. Applications close at 9am on Monday 29th January, 2018 and should be emailed to Mrs Fleur Tucker, PA to the Principal, fmtucker@ncc.vic.edu.au. No late applications will be considered.

CHILD SAFETY

Northside Christian College is committed to child safety. We have zero tolerance of child abuse. Our robust human resources, recruitment and vetting practices are strictly adhered to during the application and interviewing process. Applicants should be aware that we carry out working with children, police records and reference checks to ensure that we are recruiting the right people.