

# Position Description

## Credit Controller & Administration

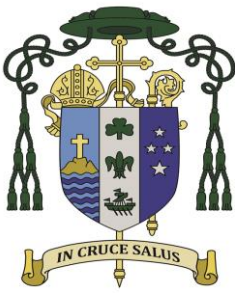
Reports to	Operations Manager Auckland Common Fund Limited (ACFL)
Organisation	Catholic Diocese of Auckland
Relationships	ACFL Operations Manager, ACFL Team, External Agencies, School parents, School administrators, Diocesan Finance Team, Catholic Education Services Team
Date reviewed	27 November 2023

### Position overview

To provide Credit Control and Administration support to the Operations Manager, Schools.

### Key Accountabilities

<b>Mission Map</b>	<ul style="list-style-type: none"> <li>Integrate the Catholic Diocese Auckland purpose, priorities, staff values and our way of working into work practices and relationships</li> <li>Model behaviour in line with the Diocese purpose, priorities, staff values and our way of working</li> </ul>
<b>Credit Control and Administration support to ACFL Operations Manager</b>	<ul style="list-style-type: none"> <li>Ledger management for schools - following up unpaid dues and communicating with schools</li> <li>Responding to phone and email queries from parents</li> <li>Escalate Issues to the Senior Credit Controller when required</li> <li>Assessment of financial positions of non-paying families using a variety of approaches to reach conclusion about options available for collection</li> <li>Negotiation of payment plans and debt management</li> </ul>
<b>Health and Safety</b> As an employee you are responsible for taking care of your own health and safety, and for the health and	<ul style="list-style-type: none"> <li>Complying with CDA’s health and safety policies, procedures, rules and guidelines in a safe and responsible manner that will not place at risk your own health and safety, or that of any other person in the workplace.</li> <li>Contributing when consulted on workplace health and safety responsibilities and policies, and also providing feedback and suggestions to promote continuous improvement of health and safety procedures relating to CDA’s work/environment</li> </ul>



safety of other persons who may be affected by your actions or non-action. Therefore you are responsible for:

- Reporting all injuries, incident and hazards to the appropriate person in a timely manner and early reporting of any pain or discomfort.
- In the case of injury or illness, you must take an active role in the company treatment and rehabilitation plan, to ensure an “early and durable return to work”
- Support your managers as required to meet their requirements of the health and safety responsibilities and policies
- At all times demonstrate the best health and safety behaviour to support a positive health and safety culture.

**NOTE:**

This position description is a broad outline of roles and responsibilities for this position. Key responsibilities may vary from time to time, at the request of the Manager, to accommodate the operational needs of the department.

**Areas of Critical Success**

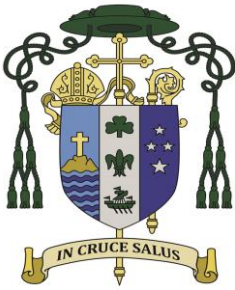
The Credit Controller and Administration is expected to ensure that:

- Evidence of language, behaviour and attitudes towards all people are consistent with the Catholic Diocese Auckland purpose, priorities, staff values and our way of working
- Articulates and role models the values
- Decision making process includes values
- Responsive, high-quality administration and accounting support provided
- All work completed in a timely and accurate way
- Regular follow up on school ledgers
- Continued contact with parents to achieve payment of Attendance Dues
- All contact with parents/caregivers is managed in an open, professional, and caring manner.
- Excellent interpersonal skills used to build and foster positive relationships
- Dedicated team member who can work collaboratively and effectively within own team and across different departments
- Ability to develop trusting and effective working relationships with school administrators, team members and external agencies

**Person Specification**

**Competencies/skills required for job:**

- Credit control experience
- Willingness to try multiple ways to contact parents
- professional telephone manner with confidence to talk to parents about their financial situation.
- Negotiating and setting up payment plans



- A high standard of written and verbal communication skills
- Attention to detail and accuracy and a desire to produce work of the highest standard.
- Reconciliation of accounts and ledger
- Ability to prioritise tasks
- Excellent computer skills – intermediate stage in Excel and Word
- Well organised, proactive and efficient
- Follow processes
- Understanding of the Privacy Act 2020
- Empathy for those with financial problems
- Work professionally and cooperatively with colleagues and contribute to a team environment
- Ability to handle challenging conversations and demonstrate conflict management skills
- Experience in handling confidential information
- Have an understanding and empathy with the ethos and mission of the Roman Catholic Church
- Flexibility to work on evenings or a Saturday morning if required

