

Position Description

Accounts Receivable Officer

Classification:	HS2
Business unit/department:	Financial Accounting
Work location:	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Mount Street Heidelberg <input checked="" type="checkbox"/>
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Full-Time
Hours per week:	40 (inc ADO)
Reports to:	Financial Accountant - Revenue
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	June 2026

Austin Health acknowledges the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

Reporting to the Financial Accountant - Revenue, the role is responsible for managing and providing timely and accurate processing of all aspects of the accounts receivable function at Austin Health.

Working with the accounts receivable team, the role will manage sundry debtors processing, liaise with internal and external stakeholders, and monitor requests for sundry billing ensuring compliance with Austin Health policies and procedures.

The role forms part of the Revenue team within the Financial Accounting stream of the Finance division and assists in providing recommendations for process improvements on an ongoing basis.

About the Department

The Finance Department provides services covering: Management Accounting; incorporating budgeting and financial analysis, Financial Accounting; incorporating Accounts Payable, Accounts Receivable, Capital, Patient Billing and Sundry Debtors, Private Practice administration, Cash

Management, and Investments. The total revenue of the hospital is approximately \$1.5 billion per annum.

The Finance Department is located at Mount Street in Heidelberg.

Position responsibilities

Role Specific:

Customer service and stakeholder engagement

- Maintain the integrity of the sundry debtor system and all related transactions
- Process high volumes of sundry billing invoices accurately and in a timely manner
- Maintain and update debtor master data within the ERP system
- Ensure sundry debtor account statuses are accurate and up to date
- Manage and maintain invoicing schedules for contract-based and milestone billing
- Support collection activities and assist with the debt recovery process
- Manage high-volume customer-facing inbox and respond to enquiries promptly
- Provide high level of customer service to both internal and external stakeholders
- Build positive relationships with customers to facilitate timely debt collection

Administration and compliance

- Assist with end-of-month accounts receivable activities
- Manage electronic document filing
- Ensure confidentiality and security of all financial and organisational information
- Adhere to internal controls, policies and procedures

Team contribution and continuous Improvement

- Provide support across the broader accounts receivable team as required
- Identify opportunities for process improvements and efficiencies within accounts receivable
- Collaborate with stakeholders to streamline processes
- Contribute to team initiatives to enhance operational performance
- Undertake additional duties as directed by senior finance management

Selection criteria

Essential Knowledge and skills:

- Strong attention to detail with a focus on accuracy in financial data and documentation
- Excellent written and verbal communication skills
- Ability to manage customer interactions professionally, including debt collection discussions
- Strong organisational and time management skills, particularly in high-volume environments
- Intermediate Microsoft Excel skills
- Ability to work independently and collaboratively within a team

Desirable but not essential:

- Accounting experience in the health industry is highly desirable
- Large ERP systems such as Oracle



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centred care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: our actions show we care, we bring our best, together we achieve, and we shape the future.
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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