

# Job and Person Specification

**Title of Role:** Accounts Receivable Officer

**Remuneration Level:** ASO2

**Business Unit:** Public Trustee

**Division:** Customer Financial Services

## Job and Person Specification Approval

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## Primary Purpose

The Accounts Receivable Officer is responsible for accurately processing, receipting and reconciling all customer monies—including pensions, rental income, investment income and proceeds from asset sales—to ensure the timely and correct allocation of funds to estates, corporate ledgers and rental management accounts. The role contributes to the effective delivery of end-to-end accounts receivable services by maintaining financial data integrity, supporting internal and external stakeholders, and compliance activities. This position directly supports the Customer Financial Services business unit by enabling reliable financial reporting, maintaining high processing standards and upholding the organisation's commitment to service excellence.

## Job Environment

This role operates within the Customer Financial Services division of the Public Trustee and works in a high-volume, detail-oriented financial processing environment. The Accounts Receivable Officer collaborates closely with Team Leaders, Supervisors and colleagues across Customer Accounting, as well as with Estates Officers, ICT, other Public Trustee branches, external providers and financial institutions. The position requires strong attention to detail, consistent adherence to established financial procedures and a commitment to maintaining accuracy, data integrity and compliance.

The environment supports skill development and learning, offering opportunities to build financial administration capabilities, develop understanding of financial systems and reporting, and gain exposure to workflow, compliance and administrative processes. The role suits individuals who enjoy working with numbers, structured processes and customer-focused service delivery, and who are interested in expanding their career experience within the Public Trustee.

## Reporting Relationships

- Team Leader, Customer Accounting
- Accounts Receivable Supervisor

## Key Relationships/Interactions

- Operational Lead AP/AR
- Personal Estates, Estate Services, ICT Branch
- Other branches of Public Trustee, Colleagues in Customer Financial Services
- Financial Institutions
- External Service Providers



## Key Challenges

- The prioritisation and sustained delivery of high volumes of work
- Consistently accurate and meticulous in undertaking their duties
- Providing the highest levels of customer service to all stakeholders

## Special Employment Conditions

- Some out of hours work and occasional intrastate and/or interstate travel may be required.
- May be required to undertake alternative duties within Public Trustee at the same classification level to meet operational needs.
- Employees will provide the highest standards of customer service to customers at all levels by modelling service excellence that meets the needs of customers and enhances the corporate profile of the organisation.
- Employees are expected to maintain the integrity and security of all information for which they are responsible as a result of employment in the Attorney-General's Department.
- An individual recommended for appointment/employment to a position of trust in Public Trustee will be subject to a satisfactory criminal history and background screening check being conducted in accordance with Employment Screening (Criminal History and Background Screening Check) Policy. Disclosure of any pending charges is also mandatory. Previous criminal conviction or pending charges will not necessarily preclude employment.

## AGD Conditions

- Effectively embed AGD People and Leadership Expectations into all actions, activities and work processes.
- Participate in bi-annual Performance Development Plan (PDP).
- Proactively seek learning opportunities, including in the timely completion of all mandatory training requirements
- Comply with the Code of Ethics for the South Australian Public Sector, relevant legislation and AGD policies and procedures.
- Employment is dependent upon a compliant National Police Certificate that the AGD finds satisfactory.

## Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role.



## Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Accounts Receivable Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<b>AR Service Delivery</b>	<ul style="list-style-type: none"> <li>• Process, receipt, reconcile and bank daily customer transactions, including large volumes of like monies such as Centrelink entitlements</li> <li>• Maintain the integrity of the accounts receivable database by accurately classifying trust and common fund transactions and supporting tax and financial reporting requirements.</li> <li>• Prepare and reconcile payments of fees and charges to Public Trustee corporate revenue, undertake general ledger investigations, and initiate corrective actions through daily reconciliations</li> <li>• Deliver timely customer service by responding to enquiries, and invoicing practices, and providing advice to Estates Officers on compliance matters.</li> <li>• Provide backup support to the Accounts Receivable Supervisor as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Very low error rates</li> <li>• High Control Self-Assessment ratings</li> <li>• High Volumes of transactions processed</li> <li>• Meets SLA timeframes with high levels of consistency</li> </ul>
<b>Business Improvement</b>	<ul style="list-style-type: none"> <li>• Contribute towards achievement of a multiskilled Customer Accounting function by training other staff as required</li> <li>• Contribute ideas that result in improvement to systems and methods used to fulfil work responsibilities</li> <li>• Actively contribute to teamwork across Customer Financial Services and the achievement of agreed service standards.</li> <li>• Assist in other areas of Customer Financial Services as business demand requires</li> </ul>	<ul style="list-style-type: none"> <li>• Control Self-Assessment ratings</li> <li>• Internal customer feedback</li> <li>• Level of competence and self-sufficiency in understanding and advising on Public Trustee standards and processes.</li> </ul>
<b>Quality Assurance/Checking</b>	<ul style="list-style-type: none"> <li>• Comply with process and authorisation processes to ensure quality</li> <li>• Proactively take action and escalate issues to minimise errors</li> </ul>	<ul style="list-style-type: none"> <li>• Error rates</li> <li>• Control Self-Assessment ratings</li> <li>• Volumes of transactions processed</li> <li>• Timeliness of duties</li> </ul>
<b>Contribute to Culture</b>	<ul style="list-style-type: none"> <li>• Actively participate and contribute to responsible and safe work practices;</li> <li>• Embrace diversity and cultural differences in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>• Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered.</li> <li>• Respectful behaviour observed when faced with diversity/differences in opinion.</li> </ul>

## Technical Expertise

### Qualifications, Skills, Knowledge and Experience relevant to the role

<b>Technical Expertise (Essential)</b>	<ul style="list-style-type: none"> <li>• Demonstrated ability to process financial information and other data with very high levels of accuracy and productivity.</li> <li>• Sound competency with using financial software and office productivity tools utilised in the processing and reporting of financial information.</li> <li>• Ability to use initiative and provide attention to detail by being meticulous, thorough and conscientious.</li> <li>• Sound problem solving ability and the ability to resolve issues for customers including with external parties.</li> <li>• Proven ability to effectively identify and respond to customer requirements and a commitment to the principles of customer service excellence</li> <li>• Demonstrated interpersonal skills, which facilitate effective working relationships with team members as well as with Executives, managers and other staff</li> <li>• Experience in determining priorities, organising work to meet deadlines and managing high volumes of work</li> <li>• An understanding of accounts receivable procedures</li> <li>• Demonstrated experience in data processing functions</li> </ul>
<b>Technical Expertise (Desirable)</b>	<ul style="list-style-type: none"> <li>• Appropriate post-secondary qualification in bookkeeping, accounting or related disciplines.</li> <li>• Some understanding of trust and common fund accounting principles</li> <li>• Knowledge of Treasury and Audit regulations and procedures in respect to the receipt and control of monies.</li> </ul>

### Behavioural Capabilities

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in the Accounts Receivable Officer. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

	Strategic Focus	Results Orientation	Service Delivery Excellence	Relationship Management	Professional Approach and Drive
<b>Strategic</b>	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
<b>Tactical</b>	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
<b>Operational</b>	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
<b>Foundational</b>	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism

Element	Behaviours
<b>Strategic Focus (Foundational)</b>	<ul style="list-style-type: none"> <li>Recognises how own work impacts on others</li> <li>Identifies risks within own work practices</li> <li><b>Is open to change and new approaches</b></li> </ul>
<b>Results Orientation (Foundational)</b>	<ul style="list-style-type: none"> <li>Ensures progress is communicated with manager/supervisor</li> <li><b>Follows due process to achieve outcomes</b></li> <li><b>Pays attention to detail to ensure quality results</b></li> <li>Actively contributes to continuous improvement</li> </ul>
<b>Service Delivery Excellence (Operational)</b>	<ul style="list-style-type: none"> <li>Identifies and raises awareness of trends, potential problems and opportunities</li> <li><b>Identifies and delivers high quality internal and external customer service</b></li> <li>Translates performance requirements into achievable outcomes</li> </ul>
<b>Relationship Management (Foundational)</b>	<ul style="list-style-type: none"> <li>Develops effective working relationships</li> <li>Shares information and knowledge seeking approval where necessary</li> <li><b>Works cooperatively with others to achieve work outcomes</b></li> <li>Listens attentively and communicates clearly</li> </ul>
<b>Professional approach and drive (Foundational)</b>	<ul style="list-style-type: none"> <li><b>Contributes to a culture of respect and high ethical standards</b></li> <li>Identifies risks and takes appropriate action</li> <li>Remains positive and recovers quickly from setbacks</li> <li>Pro-actively seeks to develop skills and knowledge</li> </ul>

Acknowledged by occupant

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Acknowledged by line manager

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