

Position Title	Finance Officer – Revenue and Refunds	Reporting to	Finance Manager – Financial Accounting and Revenue Operations
Division	Finance	Direct reports	NA
Classification	Level B	Employment Status	Part time (0.6 FTE) 12 month Fixed-Term
Position Number		Date	September 2021

The Organisation

The Royal Australian College of General Practitioners (RACGP) is the voice of General Practitioners (GPs) in our growing cities and throughout rural and remote Australia. For more than 60 years, we've supported the backbone of Australia's health system by setting the standards for education and practice and advocating for better health and wellbeing for all Australians.

We cultivate a stronger profession by helping the GPs of today and tomorrow continue their professional development throughout their careers, from medical students and GPs in training to experienced GPs. We develop resources and guidelines to support GPs in providing their patients with world-class healthcare and help with the unique issues that affect their practices. We're a point of connection for GPs serving communities in every corner of the country.

Australia's GPs see more than two million patients each week, and support Australians through every stage of life. The scope of general practice is unmatched among medical professionals, so the RACGP supports members to be involved in all areas of care, including aged care, mental health, preventative care and Aboriginal and Torres Strait Islander Health.

Patient-centred care is at the heart of every Australian general practice and at the heart of everything we do.

Our Values

RACGP Employees are expected to uphold our workplace values:



Progressive leadership Forward thinking and proactive leaders who lead by example and empower employees to create and drive innovation



Quality Honouring our Organisational Vision and Mission Statement by constantly striving for excellence in service delivery and advancement in the field



Ethics Committed to acting with morality, integrity and transparency in serving the best interests of all stakeholders



Professionalism Dedicated professionals who respect and collaborate with others and are fully accountable for their actions.

Your Team

The Finance Division of the college provides services to Council and its committees, CEO, the managers and employees of our Faculty Offices and National Office Departments, and external bodies including grant funders and grant operators.

These services are in the areas of:

- Setting of finance policies and procedures; budgeting, processing, recording and reporting of College business transactions; managing daily cash flow; managing compliance with tax laws and Corporations Law as it relates to financial matters; and providing managerial direction relating to financial matters whilst minimizing financial risk.
- Management of some office services, specifically travel supplies, office supplies, postage & courier services and utilities.

Your Role

This is a critical position that provides significant transaction support for the RACGP's revenue and receivables cycle. The role extends from just business as usual and a typical Accounts Receivable function. The RACGP has a high volume of refunds that are required to be processed, and this task will be the role's key focus. Developing an understanding of all refund policies across the various College income streams, and ensuring that refunds are compliant with these will be crucial. The RACGP has multiple revenue systems (i.e. CRM, Finance, Payment Merchants, Events Management) that the role will be required to work across and therefore strong attention to detail is required. Strong collaboration with multiple business units and IT teams is essential, along with the ability to respond to customer queries in a timely fashion. When required, this role will also support the full time Revenue Finance Officer with other Accounts Receivable functions such as batch receipt postings and reconciliations. The ability to operate with confidence, be friendly and approachable along with a highly knowledgeable refund resource are important skills we are looking for to fill this role.

Key Responsibilities

- Processing refunds across a number of systems within agreed customer timelines, and ensuring these are in line with refund policies
- Support Finance Officer – Revenue for other duties as required
- Identify and implement agreed process and control improvements
- Work with managers across the business to manage any AR / refund issues that may arise
- Provide back-up support for Accounts Payable duties including invoice/order processing and vendor management
- Participate in the RACGP Performance Review Cycle.
- In consultation with Manager, deliver agreed Work Performance Goals.
- Other duties as required.

Environment, Health and Safety

1. Comply with the RACGP's wellbeing and workplace OH&S policies and procedures.
2. Take reasonable care for your own health and safety, along with other RACGP employees, members and visitors.
3. Ensure that hazards and incidents, near misses and injuries are reported immediately to your Manager.
4. Actively and willingly participate in health and safety, wellbeing, emergency evacuation training, meetings and workplace activities.
5. Do not wilfully place at risk the health or safety of any person in the workplace.
6. Always work proactively to uphold the highest standards of health and safety in the workplace, including working remotely, behavioural conduct and whilst undertaking all associated duties of your role.

Your Relationships

Your role requires interaction with the following internal and external stakeholders:

Internal:

- RACGP Employees
- General Managers
- Faculty Managers
- Multiple teams and managers across the business
- Finance Division

External:

- Board Members
- RACGP Members
- Banks
- Auditors
- Payment Gateway providers

Key Selection Criteria

Experience, Knowledge and Skills

Essential

- Experience with processing refunds
- Understanding of general accounting principles
- Knowledge and experience in the use of a recognised accounting package.
- Ability to prioritise work and to meet strict deadlines.
- Experience with providing advice and guidance to business teams on processes, procedures and using technology to solve problems
- Ability to work with high volume transactions with minimal supervision.
- Ability to work autonomously
- Excellent problem solver and can-do approach
- Excellent interpersonal, customer-service and communication skills.
- Strong work ethic and team player.
- Strong Excel/Word skills.
- Excellent accuracy and attention to detail.

Highly Desirable

- Experience in using IMIS and TechOne

Qualifications

Essential

- A relevant tertiary qualification

Desirable

- Degree (s) in Accounting, Finance or a related discipline
- Training towards an Accounting Qualification

Workplace Behaviours

In our workplace your actions and behaviours will:

- *Positively influence others*
- *Take initiative*
- *Focus on quality service delivery*
- *Make effective decisions*
- *Be transparent*
- *Prioritise respectfulness*
- *Strive for excellence*
- *Be flexible and adaptive*
- *Demonstrate integrity*
- *Be accountable*
- *Celebrate collaboration*

Classification Description

In accordance with the Enterprise Bargaining Agreement (EBA) 2018 or subsequent agreement.

Declaration

I, **(insert name)** acknowledge that I have read and understood the Finance Officer – Revenue and Refunds position description, which forms part of my employment contract from the date of issue.

I accept that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements.

Employee: _____(signature) Date: _____