

Position Profile



Position:	Accounts Assistant (Receivables)
Team:	Finance
Location	Aspect National Office, Sydney
Reporting manager:	Senior Group Accountant
Industrial instrument:	Clerks-Private Sector Award – Level 3
Position number:	100074
ANZSCO code:	5511
AON code:	Aon.FIN.30012.2
Approval status	Approved
Date reviewed:	1 April 2025

Organisation purpose

A different brilliant® - understanding, engaging and celebrating the strengths, aspirations and interests of people on the autism spectrum.

Vision: The best opportunities for people on the autism spectrum.

Mission: We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focussed, and customer-driven.

Values: We are passionate about people, about being positive, and about what's possible.

Team purpose

The finance team is integral in supporting Aspect's business units by providing strategic financial advice and planning support, as well as timely and accurate reporting and analysis, to achieve Aspect's strategic goals.

Position purpose

This role is a key member of the Finance team, with a primary focus on the receivables function. It involves high-volume invoice processing for services delivered by Aspect and reconciling payments against remittance advice. The role is responsible for ensuring the accuracy and timeliness of all administrative processes related to invoicing, while proactively engaging with both internal and external stakeholders and maintaining thorough and accurate recordkeeping.

Key accountabilities

Daily Responsibilities

- Daily banking with TASS
- Processing of annual school fees and roll over existing payment plans
- Actively manage all existing payment plans, including contact families when their fees are declined, and assist new families in setting up plans.
- Assist schools in hardship relief process

- Handling daily customer queries. This includes cash/ cheque /money-orders / credit card payments and payments received
- Carrying out debtor account reconciliations and following up outstanding items to ensure they are resolved in a timely manner
- Ensure that the appropriate documentation is obtained for all debtor transactions
- Maintain and update debtor information in the database
- Assist with following up rejected payments including credit card payments and expired credit cards
- Liaise with external and internal stakeholders to resolve client account queries
- Be the key contact for invoicing issues

Monthly Responsibilities

- Review all debtor reconciliations and debtor ledgers monthly
- Responsible for distributing all monthly statements, reminder letters and other relevant correspondence to clients
- Regular contact with debtors to ensure payment of outstanding invoices is within credit terms

Banking

- Assist with the processing and reconciliation of all Deposit bank account
- Take banking to the bank
- Assist with collection of all appropriate documentation with respect to bank reconciliations

Other Duties

- Communicate all problems, issues, complaints and concerns to the Senior Group Accountant
- Follow up outstanding matters in the receivable inbox
- Other ad hoc finance-related tasks as directed by the Senior Accountants
- Undertake filing duties as required

Safeguarding the people we support

Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to:

- follow safeguarding guidelines as outlined in Aspect's Safeguarding the People We Support policy and Code of Conduct.
- complete mandatory Code of Conduct training and implement into day to day operations and practice.
- be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns.
- escalate/report other staff practices which deviate from policy/procedure.

Work health and safety

All staff are required to:

- take reasonable care for their own health and safety.

- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements.
- report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect.
- participate in the staff consultation process about work health & safety matters.
- understand and adhere to Aspect's Code of Conduct.

Essential requirements

- Intermediate knowledge of Microsoft Excel and Word
- Experience in an accounting environment in Australia
- Accounting Qualification is preferred or relevant experience
- Attention to detail
- Minimum 12 months experience in a collections/customer service environment
- Excellent face-to-face communication and a courteous telephone manner
- Ability to build a strong rapport with customers, Aspect staff and key stakeholders
- Empathy and a friendly approach
- Negotiation skills and resilience
- Accurate data entry skills
- Ability to work as part team
- Motivated
- Working with Children Check clearance (NSW)
- National Police Clearance

Functional capacity requirements

Frequency refers to an approximate percentage of time in a typical shift or period on duty:

Rarely: Up to 7%

Occasionally: 8% to 33%

Often: 34% to 66%

Continuously: More than 66%

Requirement	Frequency
Resilience to time pressure/workload	Often
Sitting	Continuously
Standing, walking	Occasionally
Pulling, pushing, lifting <5kg, reaching, carrying	Rarely
Fine motor skills – keyboarding, writing	Continuously