# Position Details

## Administrative Services – CSOF2

The following information is for applicants

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| Advertised Job Title**:** | Collections Officer |
| Job Reference: | 61353 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Percentage of Client Focus - Internal: | 20% |
| Percentage of Client Focus - External: | 80% |
| Reports to the: | Collections Coordinator |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Creswell Joynt via email Creswell.Joynt@csiro.au  |
| Contact Details For Applying: | Call 1300 984 220 or email careers.online@csiro.au.  |
| How to Apply: | Please apply online at [jobs.csiro.au](https://jobs.csiro.au/) and enter the requisition number**.** Internal applicants please apply via ‘Jobs Central’ in SAP (click ‘Recruitment’) Please do not email your application directly to Creswell Joynt. Applications received via this method may not be considered by the selection panel. |

## Role Overview

Administrative staff in CSIRO provides administrative and management services to support the effective provision of research and development activities. This involves the development and implementation and/or administration of policies, systems and procedures that assist the organisation and the business units to achieve their objectives and meet Government and regulatory responsibilities.

The Collections Office is part of the Accounts Receivable Support Centre. Collectively, the team is responsible for raising all CSIRO invoices, collection of revenue and reconciling the bank statements. More specifically, the Collections Officer is responsible for the collection of overdue accounts by means of outbound contact with overdue customers. This team operates on a proactive model where the customer accounts are monitored to ensure they are all up to date.

*Note: This is not a debt collection role. Once a debt becomes doubtful we refer it on to an external 3rd party.*

## Duties and Key Result Areas:

* Assist with debt recovery by applying best practice policy and procedures.
* Liaise with Business Units and external clients on matters relating to billing and debt recovery.
* Follow up on accounts receivable queries.
* Make outbound collection calls to customers.
* Manage debtor's ledger - 30, 60 & 90 day accounts.
* Develop strong and courteous relationships with customers.
* Negotiate solutions with more challenging overdue customers.
* Enter all notes on the system regarding collections.
* Provide back-up support to other Accounts Receivable Officers as needed.
* Provide a professional level of customer service to all CSIRO stakeholders, including other members of other business units (BD&C; Finance), external customers and the general CSIRO science community.
* Communicate effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work collaboratively as part of a multi-disciplinary, often regionally dispersed research team, and business unit to carry out tasks in support of CSIRO’s scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

## Competencies:

1. **Teamwork and Collaboration:** Demonstrates initiative, actively contributing as a team member. Supports team decisions and keeps other team members up to date about individual actions. Shares all relevant and useful information. Pitches in and helps other team members when necessary.
2. **Influence and Communication:** Communicates basic facts in a courteous manner including posing appropriate questions to gain factual information.
3. **Resource Management/Leadership:** Provides instruction and assists other staff to complete allocated tasks and activities.
4. **Judgement and Problem Solving:** Selects appropriate solutions to clearly defined problems using readily available information. Alternatives are limited and prescribed or apparent.
5. **Independence:** Accepts personal responsibility for doing the job well. Looks for opportunities to improve the way things are done and makes recommendations accordingly.
6. **Adaptability:**Accepts the need for change to work routines or technology.

## Essential Criteria:

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. Relevant certificate of education/diploma, in relevant disciplines (Accounts Receivable), or relevant work experience in Accounts Receivable or as a Credit Controller.
2. Positive stakeholder management – ability to positively collaborate with geographically dispersed teams and different business units.
3. Demonstrated ability to prioritise workloads in order to meet tight deadlines and KPIs, whilst maintaining a high attention to detail and level of data accuracy
4. Demonstrated attention to detail, with a high level of data accuracy

## Desirable Criteria:

1. Good working knowledge of SAP ERP processes.
2. Understanding of the stages and life cycle of a project.
3. Experience in contract and project administration.

## Special Requirements:

A National Police Check is required to be lodged by the successful applicant and clearance to be received before commencing.

## About CSIRO:

We imagine. We collaborate. We innovate. To find out more visit us [online](http://www.csiro.au/)!