



# E.W. TIPPING FOUNDATION

Independence. Choice. Community for all.



## Position Description

### **Position Title**

**Customer Liaison Officer**

### ***E W Tipping Foundation: Background***

E.W. Tipping Foundation (EWTF) is one of Victoria's largest charitable community organisations, forming the hub of a \$32M hub-and-spoke network across the state. Our vision is "independence, choice and community for all", and we work in a variety of ways to support older Victorians, people with a disability, children and youth, and families. We employ over 1600 staff.

E.W. Tipping Foundation commenced in 1970, and is named in honour of Melbourne journalist and disability advocate, E.W. (Bill) Tipping, who contributed for many years to improving the situation of people with disabilities in Victoria. The Foundation is a community-based organisation, with a voluntary Board of Governance whose members bring a wide range of skills and perspectives.

We are a charity with a strong independent income stream from donors, as well as funding agreements local, state and Commonwealth governments.

Our Patron-in-Chief is Governor of Victoria, Professor David de Kretser AC, and we also enjoy the support of our Patrons Dame Elisabeth Murdoch, AC, DBE, CBE.

Additional information about the Foundation is available on our website: [www.tipping.org.au](http://www.tipping.org.au)

### ***Values statement***

The E.W. Tipping Foundation believes that the core values of respect, integrity, empowerment, open communication and continual learning underpin our commitment to supporting people with disabilities to enhance their life opportunities and choices. We expect all staff to work in a professional manner based on these values.

### ***Position Summary***

This position will assist the corporate services team in Accounts Receivable and general administration for our Central, Metropolitan, Western Victoria and Gippsland areas. Accounts Receivable encompasses our individualised support arrangements, Out of Home Care, After School Care, Workcover, Transport Accident Commission, Community Based Services and general invoicing. This will include collection of data from payroll and finance systems, data entry of all invoices, liaising with area administrators and invoicing bodies such as DHS and Moira, collection of payments and reconciliation of debtor accounts. Completion of reporting to agencies for QDC, TAC and similar is also required. In addition, this position will be

required to complete some General Ledger account reconciliations (including advanced income and holding accounts).

The opportunity for people interaction, together with the supportive environment and the knowledge of contribution to a worthwhile cause will all make this position satisfying, enjoyable and meaningful.

### ***Who are we looking for?***

We are ideally looking for someone who has excellent skills in data entry in a variety of accounting platforms. Experience with KCS and Chris 21 would be highly desirable. Strong computer knowledge, with the ability to work both independently and as part of a team is required. The successful candidate will need to demonstrate initiative, common sense, flexibility and present in a professional manner.

### ***Level of supervision***

Responsible to:  
Manager Corporate Services.

This position is required to exercise independent judgment on routine matters on a daily basis and when deciding to refer matters to the MCS for assessment and guidance.

### ***Key Roles***

#### **Accounts receivable**

- Preparation and mailing of invoices
- Onwarding of approved invoices to financial intermediaries for payment
- Distribution of statements on a monthly basis
- Reconciliation of staff hours delivered against hours funded on a monthly basis using Chris 21 pay data
- Receipting of funds received including direct deposits, cheques, cash and credit card
- Identification and allocation of funds received which may involve communication with stakeholders
- Reconciliation of debtors accounts as required
- Preparation of intercompany billing and reconciliation of intercompany billing accounts on a monthly basis
- Distribute TAC notifications regarding variations and new packages to line managers for action
- Attend to banking as required

#### **Accounting**

- Reconciliation of general ledger deferred income accounts by funding body, type and region. Reconciliations to be carried out at individual package level
- Calculation and preparation of monthly income accrual journal based current payroll details
- Assist in the collation of information and preparation of funding acquittal reports to various funding bodies
- Assist the General Manager, Operations and Program Development with the end of month reported income review
- Assist auditors during the annual audit process
- Allocation of KCS job numbers and Prod Servs as required

**Liaison with stakeholders**

- Maintain a relationship with funding bodies and financial intermediaries
- Attend to enquiries from Persons we Support regarding banked hours, etc
- Liaise with internal stakeholders with regard to support packages

**Other**

- Attend to other ad hoc tasks as may be required from time to time

***Location***

This position is located in our offices in Carnegie. There may be a small amount of occasional travel within Victoria, for which a vehicle will be provided, or reimbursement made for private vehicle use.

***Classification, Hours & Basis of Employment***

This is a full-time permanent salaried position – 1976 hours per annum. Hours are generally normal office hours. We have a focus on outcomes and an expectation that the incumbent of this position will be professional in managing their time. Within that context there is considerable flexibility in hours.

***How to apply***

Recruitment to this position is being conducted through Hays Specialist Recruitment. **Applications close Monday 15 February 2010.**

Please contact:

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Senior Recruitment Consultant

HAYS Recruiting

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Equal opportunity principles will be applied.

Appointment to this position will be subject to a criminal records check and a pre-employment pre-injury statement.

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