Credit Manager

POSITION DESCRIPTION

1. Objectives

This position will have the following objectives:

- To build a culture of “on time” payment of school fees
- To build positive relationships with families to encourage them to prioritise payments for school fees.
- To keep the overall money owing for tuition fees at an acceptable level
- To follow and implement the school board policy on debt collection.
- To regularly update the Business Manager and Principal on the progress of difficult collections.

2. General Expectations

- The Credit Manager is expected to be experienced in debt collection, or a similar area of financial or legal office administration, with excellent people skills and a high level of written and oral communication skills.
- A Cert IV in Accounting or higher would be highly regarded.
- Demonstrated ability to follow policies and procedures and to make firm decisions within guidelines
- Demonstrated ability to form relationships with customers
- Experience with accounting software and ideally with school administration software
- Understanding of the legal processes relating to debt recovery
- Demonstrated solid organisational and time management skills
- Demonstrated ability to show sensitivity to customers in difficult circumstances
- Ability to work with minimal supervision
- Demonstrated negotiation skills
- A personal faith in Jesus Christ, active involvement in a Christian church, and a demonstrated ability to translate faith into practice are all essential prerequisites for all staff members of Taree Christian College.
- The TCC staff code of conduct applies and all members of staff are expected to regularly plan and undertake personal professional development.
- The successful applicant must hold a current working with children clearance check.
3. Responsible to:

The Business Manager

4. Specific Areas of Responsibility

The following list is indicative of the responsibilities associate with this position. As this is a new position in the College, the job description will be negotiated and adjusted within the first year. The Debt Administrator will be encouraged to take initiative in proposing specific, creative ways to achieve the objectives stated above.

Debt Collection

- Follow the Fees Policy of Taree Christian College. Specifically with regard to debt collection policies and procedures
- Follow up on (contact) all levels of outstanding debt with debtors
  - follow up on debt with the goal of changing the payment culture of debtors so that they place priority on tuition fee payments
- Build relationships with debtors who have outstanding debt
- Invoice debtors for tuition fees and maintain the fee management system
- Determine payment amounts for debtors who wish to pay weekly, fortnightly or monthly.
- Follow up on failed regular payments to determine why payments have been missed and to ask for make-up payments
- Provide advice to help to reduce the outstanding debt of debtors who pay regularly but already have large accumulated debt
- Determine fee rebate applications and apply to debtors accounts. Determine expected payments and set up payment plans.
- liaise with the schools debt collection agency (for families with outstanding debt who are no longer enrolled in the school) in consultation with the Business Manager
- liaise with the Business Manager regarding unresolved larger debts - this may include either the provision of scholarships or termination of enrolment

5. Salary

This position would be at Level 4 Step 4 of the NSW Christian Schools General Staff Multi Enterprise Agreement 2011-12 with a Salary range approx. $53085 - $56019 averaged salary (full time term time only) dependent upon experience and qualifications of the applicant.