

## JOB DESCRIPTION

# Senior Officer Revenue Management

<b>ROLE TITLE</b>	Senior Officer Revenue Management
<b>SECTION/DIVISION:</b>	Shared Services Division, Finance Services
<b>REPORTS TO:</b>	Team Leader Revenue Management
<b>DIRECT REPORTS (FTE):</b>	Nil
<b>INDIRECT REPORTS (FTE):</b>	Nil
<b>PRIMARY PURPOSE OF THE ROLE:</b>	<p>To undertake a range of accounts receivable and financial transaction activities, debt collection and complex student fee processes, in an accurate, efficient and timely manner, observing compliance with all internal controls and providing excellent service to internal and external customers.</p> <p>The role is part of the Shared Services team, flexibly providing finance transaction processing services across the University.</p>
<b>ACCOUNTABILITIES:</b>	<p>Perform accurate and efficient accounting services for the processing of accounts receivable, debt collection, complex student fees, domestic student loans, and international student loan disbursements, internal staff study assistance, and collection processes. Check and ensure compliance with Finance Services performance standards and University's policies, controls, delegations and approvals are present.</p> <p>Receive and receipt all funds received including student fees and Alumni donations. Process sundry transactions on bank statements; resolve more complex and escalated cash receipting issues; complete final checks for daily banking and requests for cash; respond to more complex and escalated ecommerce queries, resolve issues and process refunds; input foreign exchange rates into finance software; complete domestic and international payment runs.</p> <p>Check invoices created, and undertake complex invoicing as required to external funders for research related funding, and to customers for non-research related funding and other items. Ensure allocation of appropriate account codes and GST treatment.</p> <p>Process student fees in accordance with prescribed regulations. Apply late fees, calculate and process refunds, apply scholarships, rebates and stipends. Check and sign off as required on transactions created by others. Undertake more complex processes including manual adjustments for pro-rata fees, refunds, coordinating student fee review processes and liaising with StudyLink. Undertake invoicing for domestic and international third party fee sponsors.</p> <p>Perform debt collection activities being mindful of any stakeholder account sensitivities. Ensure overdue accounts do not exceed the required time frame, manage payment plans, and apply debtor flags to accounts with outstanding balances. Arrange return of credit balances.</p> <p>Perform ledger maintenance and transactional accounting functions including: the preparation and posting of journals; basic account reconciliations; data entry and maintenance e.g. e-procurement users, user access to finance system including financial delegations, debtor, supplier and Pcard master file information; open/close non-complex ledger accounts e.g. individual research accounts or new activity centres; and load research budgets.</p>

Scan systems and processes for control weaknesses or non-compliance with policy and procedures and escalate to ensure they are addressed.

Collate and interpret basic financial data, present verified financial information, and prepare and interrogate standard financial reports.

Provide second line finance service and subject matter information and guidance for enquiries, including those referred via AskOtago, utilising strong client service skills, high energy and motivation. Respond and attend to enquiries in a professional and timely manner, providing accurate information, and referring more complex matters as appropriate.

Actively contribute to identifying opportunities to improve process and customer experience and contribute to the development and ongoing review of finance policies, procedures and initiatives.

Organise own workload across a range of tasks in a high volume work environment with deadlines, and adjust to frequent changes to day-to-day workload and priorities.

In conjunction with the supervisor, work collaboratively with Ask Otago and the broader Shared Services Division and Financial Services Division, to deliver an integrated and seamless suite of services that provide excellence in the customer experience.

Perform Departmental Health & Safety Officer (DHSO), first aid and/or fire warden duties (if required).

---

#### **KEY RELATIONSHIPS:**

##### Internal

Students  
Leaders, managers and staff  
Financial Services Division staff  
Shared Services colleagues and staff  
Administrator Student Experience

##### External

Customers, suppliers and vendors  
Debt collection agencies staff  
Government departments, Embassies, institutions, agencies such as StudyLink Members of the public

---

#### **QUALIFICATIONS & EXPERIENCE:**

##### Essential

Recognised qualification in accounts administration or related field.  
4+ years' of related experience where high levels of customer service delivery are expected.

##### Preferred

Experience working using a financial accounting system such as Finance One.  
Experience in dealing positively with customers in respect of debt management. Experience of working to tight deadlines and of solving financial and reporting queries.

---

#### **TECHNICAL SKILLS AND KNOWLEDGE:**

Medium degree of computer literacy with proficiency in the Microsoft suite of programmes, and intermediate Excel; well-developed keyboard and word-processing skills.  
Numerical and data analysis skills.  
A good understanding of accounting principles, processes and fraud awareness. A good knowledge of Finance One would be an advantage.  
Knowledge of StudyLink process an advantage  
An understanding of University finance policy and procedures would be an advantage.

**SPECIAL REQUIREMENTS:** Contribute as part of a network of Shared Services staff, to provide suitable coverage during periods of leave and peak period activities.

**DIRECT BUDGET ACCOUNTABILITY:** Nil

**HEALTH AND SAFETY:** Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

**SUSTAINABILITY:** Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

**CAPABILITY FRAMEWORK:**

Capability Group	Capability Name	Level
<b>ENGAGE</b>	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
<b>ENABLE</b>	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
<b>PERSONAL ATTRIBUTES</b>	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
<b>LANGUAGE AND CULTURE</b>	Te Reo	Foundational
	Tikanga Māori	Foundational

## CAPABILITY FRAMEWORK DESCRIPTORS

### Senior Officer Revenue Management



Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
INTERMEDIATE	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
<p>Focus on key points and speak using plain language</p> <p>Clearly explain and present ideas and arguments</p> <p>Display active listening and ask appropriate, respectful questions</p> <p>Write fluently and communicate routine technical information clearly avoiding unnecessary use of jargon</p>	<p>Support a culture of quality customer service in the organisation</p> <p>Demonstrate a thorough knowledge of the services provided and relay accurately to customers</p> <p>Identify and respond quickly to customer needs</p> <p>Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs</p> <p>Co-operate across work areas to improve outcomes for customers</p>	<p>Build a supportive and co-operative team environment</p> <p>Share information and learning across teams. Support others in challenging work situations</p> <p>Acknowledge outcomes which were achieved by effective collaboration</p> <p>Engage other teams or work units to share information and solve issues and problems jointly</p>	<p>Utilise facts, knowledge and experience to support recommendations</p> <p>Work towards positive and mutually satisfactory outcomes</p> <p>Identify and resolve issues in discussion with other staff and stakeholders</p> <p>Identify others' concerns and expectations</p> <p>Keep discussion focused on the key issues</p>



Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
INTERMEDIATE	FOUNDATIONAL	INTERMEDIATE	INTERMEDIATE
<p>Complete work tasks to agreed budgets, timeframes and standards</p> <p>Take the initiative to progress and deliver own and team/work unit activities</p> <p>Contribute to allocation of responsibilities and resources to ensure achievement of team/work unit goals</p> <p>Seek and apply specialist advice when required</p>	<p>Plan and coordinate allocated activities</p> <p>Re-prioritise own work activities on a regular basis to achieve set goals</p> <p>Contribute to the development of team work plans and goal setting</p> <p>Understand team objectives and how own work relates to achieving these</p>	<p>Research and analyse information and make relevant evidence based recommendations</p> <p>Identify issues that may hinder completion of tasks and find appropriate solutions</p> <p>Be willing to seek out input from others and share own ideas to achieve best outcomes</p> <p>Identify ways to improve systems or processes which are used by the team/work unit</p>	<p>Take responsibility for own actions and be accountable for the outcomes of others</p> <p>Understand delegations and act within authority levels</p> <p>Be alert to risks that might impact the completion of an activity and escalate these when identified</p> <p>Use financial and other resources responsibly</p>



## PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience and perspectives</i>
INTERMEDIATE	INTERMEDIATE	INTERMEDIATE	FOUNDATIONAL
<p>Be flexible and adaptable and respond quickly when situations change</p> <p>Offer own opinion and raise challenging issues in an appropriate manner</p> <p>Listen when ideas are challenged and respond in a reasonable way</p> <p>Work through challenges</p> <p>Stay calm and focused in the face of challenging situations</p>	<p>Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism</p> <p>Understand and follow legislation, rules, policies, guidelines and codes of conduct and help others to understand their obligations for compliance</p> <p>Recognise and report misconduct and inappropriate behaviour</p>	<p>Be willing to develop and apply new skills and adapt existing skills to new situations</p> <p>Show commitment to achieving work goals effectively</p> <p>Show awareness of own strengths and areas for growth and seek and respond positively to constructive feedback and guidance</p> <p>Demonstrate a motivated attitude to work activities and maintain own motivation when tasks become difficult</p>	<p>Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs</p> <p>Be open to the inputs of others</p> <p>Work to understand the perspectives of others</p>



## LANGUAGE & CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place</i>
FOUNDATIONAL	FOUNDATIONAL
<p>Use te reo Māori words and greetings in an appropriate way in the work place</p> <p>Endeavour to use and pronounce Māori words correctly</p> <p>Actively participate in training and development opportunities that increase own te reo Māori language capability</p>	<p>Understand the University's Māori Strategic Framework and its relevance for own work</p> <p>Demonstrate some awareness of Māori customs, values and beliefs</p> <p>Has some knowledge of Te Tiriti o Waitangi</p> <p>Actively participate in training and development opportunities that increase own understanding of tikanga Māori and knowledge of Te Tiriti o Waitangi</p>