

Position Description

Title	Senior Accounts Receivable Administrator
Location	Flexible
Reports To	Finance Manager
Direct Reports	Yes

About Habit Health

Our purpose is to support people in their community to optimise health and live their best life. We support people on mental and physical health journeys, helping them restore function, grow stronger, re-establish, and grow social, whanau and/or spiritual connections, be safe at work, gain independence and learn how to manage their pain.

We pride ourselves on being the best option in New Zealand for organisations looking for integrated health services at scale.



Position Purpose

As a member of the Finance team, the purpose of the Senior Receivables Administrator role is to manage all aspects of the Rehab (physiotherapy, occupational therapy, pain management, hand therapy and other contracts) Division's receivable function: billing and remittance reconciliation, dealing with ACC Case Managers around approvals and payments, process improvements, managing sub-contractor billing, BCTI processing and ensuring all expenditure is on-billed to ACC (for all sub-contracted services, memberships, equipment etc) and other customers.

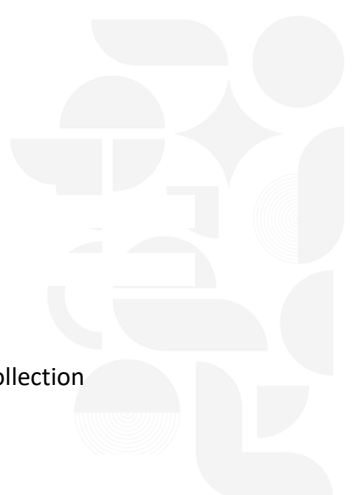
There are two Senior Accounts Receivable Administrator positions that are designed to share the tasks as agreed, manage the team of administrators and provide cover for each other.

The Senior Accounts Receivable Administrator will work closely with finance managers to ensure timely and effective delivery of all administrative tasks.

Key Accountabilities

Deliver leadership and co-ordination across:

- Billing Administration:**
 - Billing all contracts to ACC/Insurers/other parties
 - Quality checking billing of appointments and contracts
 - Auditing unbilled charges
 - Streamlining the billing process where possible
 - Dealing with ACC Case Managers for approvals, payments, and resolving issues
 - Completing oncharges in an accurate and timely manner

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2. **Remittance, Credit Control and Accounts Receivable:**
 - Customer remittance, cash and banking reconciliations
 - Handling debtor queries promptly
 - Credit control, including liaising with customers, sending statements and debt collection
 - Proactively managing ACC helds to ensure it is within desired levels
 3. **System and Process Management:**
 - Developing systems for efficient process checking
 - Checking sub-contractor invoices and approving them for payment, and ensuring their work has been onbilled to ACC
 - Ensuring correct information entry into Gensolve for charging ACC
 - Coordinating closely with service leads for unbilled charges
 4. **Customer focus and Other Responsibilities** - everyone is a customer of this service (internal and external):
 - Checking and processing Buyer created Tax Invoices (BCTI) for the Rehab subcontractor network
 - Ad hoc invoicing for private clients as required
 - Providing customer service to both internal and external stakeholders
 - Ensuring efficient, effective, high-quality, and smooth functioning of billing administration

Support the finance team managers by:

- Being subject matter experts on all Accounts Receivable tasks and finance processes and systems – provide exceptional support, training, and guidance to AR team
- Role modelling team collaboration and co-ordinating completion of all work tasks within the team, as well as implementation of Projects and process improvement
- Working with internal stakeholders (including service leads) through common issues and problems that the team are facing to resolve
- Monitoring team results alongside finance managers to ensure they are aligned with goals, contributing to company wide desired finance outcomes
- Fostering a collaborative and positive teamwork approach to daily workflow and team needs
- Championing Sage Intacct user capability, developing process docs and becoming the first go to person for user queries.

General Accountabilities

- Undertake any other duties at the request of the manager, which are commensurate with the role including
- project work and absence cover.
- Ensure that services are delivered in line with Habit Health values, standards, and other guidelines and contractual requirements.
- Understand and apply the principles of the Te Tiriti o Waitangi
- Adhere to the policies and procedures.
- Adhere to the Delegation Authority Framework, and Limitation of Authorities (if any) Framework.
- Undertake training as relevant to your position.
- Participate in surveys and audits as necessary in order to enable the Company to meet its statutory requirements.
- Manage key working relationships (internal and external).
- Adhere to the professional standards of the relevant statutory body if applicable







Key Performance Indicators

Deliverables

- BAU – Consistently deliver accountabilities as outlined in this position description.
- Objectives – Discussed, confirmed, and documented as part of the annual performance review cycle.
This may include:
 - Metrics
 - Projects
 - Process improvement initiatives
 - Other stretch objectives

Core Behavioural Competencies

Please refer to SharePoint for the full descriptors.

Customer focus*  Act with the customer in mind and ensuring the customer is at the centre of everything you do.	Motivation to achieve  Be action-oriented and respond positively to challenges and opportunities.	Teamwork  Work together constructively and put the team ahead of individual success.	Leadership**  Provide clear direction and build commitment within the team to achieve Habit Health objectives.
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*Customer is encompassing of all customer groups eg. Internal teams, clients, stakeholders etc.

**Only applies to people managers and roles on pathway to leadership.

Culture

Exemplify our vision, purpose, and values in everything that you do.

Health and Safety

Habit Health are committed to providing a safe and healthy working environment for all staff, including contractors.

You are responsible for:

- taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others.
- actively maintain up to date knowledge of health and safety procedures available on SharePoint and complying with reasonable instructions, policies and procedures to ensure Habit Health are able to comply with the Health and Safety at Work Act 2015 and relevant regulations.
- identifying and reporting hazards, risks, injuries, illness and incidents (including near misses) that arise from your work or in the workplace and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so eg. manager or health and safety representative (or other contact as appropriate).

Qualifications, Knowledge, Skills and Experience

- Microsoft Office 365 (certified or highly proficient)
- Xero (highly proficient)
- 2+ years of administration experience in a complex corporate environment
- Over a year of practical experience in ACC billing process
- Excellent time management skills and ability to prioritise work
- Gensolve – highly proficient
- Attention to detail, accuracy, and solutions focused mindset.

