



**We're
hiring**

Accounts Receivable Officer

Location: Cairns | **Team:** Finance

About Us:

North Queensland Airports (NQA) Group owns and manages Cairns & Mackay Airports which includes all airside and landside operations, terminals, car parking and associated land holdings. Cairns Airport is one of Australia's leading regional airports, providing air links to a range of domestic and international locations.

It is the gateway to World Heritage Great Barrier Reef and Tropical Rainforests of North Queensland and is just 7 kilometers from the Cairns CBD.

The Role:

We have a vacancy for an experienced **Accounts Receivable Officer**. This is a rare and unique opportunity to play an integral role in the NQA Group and to become part of the dynamic company responsible for the management and operations of Cairns and Mackay Airports.

To be successful in this role you will not only need to have amazing attention to detail, be driven by a passion for accuracy, but also have the ability to communicate articulately and efficiently with internal and external stakeholders and have the skills to appropriately handle sensitive / confidential information.

Ideally you will have a minimum of 5 years experience, in an Accounts Receivable, or a similar finance/administration role, with a strong focus on and appreciation for customer service.

This role performs a vital administrative function within the finance team, but also interacts with internal and external stakeholders. We emphasize that you must be a team player and be committed to supporting your colleagues and be able to demonstrate the Values of Cairns Airport.

Purpose Of Role:

- Responsible for ensuring the collection and processing of revenue receipts is completed in a timely and accurate manner.
- Responsible for monthly reporting of all Accounts Receivable balances (including ageing).
- Management of all outstanding Accounts Receivable balances including liaison with internal and external parties as required.
- Provide accounting and administrative support (including reconciliations) as directed.

Reporting to the Financial Accountant, accountabilities include:

- Daily allocation of bank receipts, in an accurate and timely manner Including performing end of day reconciliations,
- Attend to banking tasks in an appropriate manner including settling of EFTPOS and depositing Cash and Cheques,
- Monthly preparation and distribution of statements to clients,
- Timely follow-up of all overdue accounts and collection of all balances – including liaison with both external and internal stakeholders,



- Assessing collectability of overdue amounts and making recommendations regarding doubtful debt provisions where collectability is in question,
- First financial point of contact for all customer account queries,
- Respond in a timely manner to both internal and external customer requests, investigate and resolve payment discrepancies, including reconciling accounts,
- Processing ASIC Office transactions and Parking Infringement Notices (PINs),
- Maintain strong partnerships with finance team and assisting team to meet deadlines and assist with various finance duties during team members periods of leave,
- Contribute to the continued improvement of financial systems, processes and procedures,
- Maintain a high level of confidentiality in relation to all financial information,
- Provide assistance to the Financial Accountant on all aspects of the day to day operations of the Finance department as and when required.

Qualifications, Skills and Experience:

- Minimum 5 years' experience working within a finance team,
- Financial and administration experience (including understanding of basic accounting principles, fair credit and collection practices),
- Experience in debt recovery management,
- Accuracy and attention to detail when managing accounting figures and financial records,
- Ability to work autonomously, yet be part of a broader team,
- Ability to work under pressure and/or timeframes; plan and organise workload,
- Strong computer literacy including the ability to work within accounting packages,
- High level interpersonal, relationship building and influencing skills,
- Advocate for teamwork, collaboration and customer service,
- Experience in working with an ERP (such as Technology1 or SAP) – highly desirable.

Eligibility:

Due to the nature of this role, to be eligible for an appointment, you must:

- Have unrestricted rights to work in Australia;
- Meet the requirements for obtaining and maintaining an Aviation Security Identification Card. This includes undertaking a pre-employment drug and alcohol screening test and a police background check;
- Have a current driver's license, and the ability to drive Airside.

Benefits:

- Work in Beautiful Tropical North Queensland
- Competitive Salary
- Inclusive team environment
- Unique career opportunity
- Free onsite airport car parking for both business and personal use
- Discount on retail F&B and speciality
- Flexible working options
- 2 Wellness Days per year
- Generous leave entitlements including: 3 weeks personal leave, 14 weeks parental leave
- Mental health and well-being initiatives
- Employee Assistance Program (EAP)
- Career and professional development

Cairns Airport is committed to achieving a diverse team that reflects the community in which we serve and strongly encourage applications from Aboriginal and Torres Strait Islander people.

To Apply, or for more information, please email your covering letter and CV to: recruitment@cairnsairport.com.au

Please refer to the Position Description on our website for the full requirements relating to Accountabilities, Qualifications Skills and Experience.

The successful applicant must meet the requirements for obtaining an Aviation Security Identification Card. This includes undertaking a pre-employment drug and alcohol test, and a criminal history check.

*Cairns Airport is proud to have been awarded Airport of the Year 2023
This prestigious award is part of a wide-ranging recognition program that showcases
the outstanding individuals and businesses positively shaping the growth and
development of Australia's aviation industry.*



Position Description



Position	Accounts Receivable Officer
Location	Cairns Airport
Department	Finance
Reports to	Financial Accountant
Number of Reports	Nil
Agreement / Award	Cairns Airport Enterprise Agreement (EBA)
Classification	Band 3

Purpose of role

- Responsible for ensuring the collection and processing of revenue receipts is completed in a timely and accurate manner.
- Responsible for monthly reporting of all Accounts Receivable balances (including ageing).
- Management of all outstanding Accounts Receivable balances including liaison with internal and external parties as required.
- Provide accounting and administrative support (including reconciliations) as directed.

Characteristics of role

- Work under routine direction from supervisor and continue to develop skills and knowledge appropriate to the work.
- Use initiative to seek assistance from senior employees as required.
- Adhere to established procedures, methods and guidelines.
- Perform tasks or activities of increasing complexity using knowledge, judgement and work organisational skills.
- Assist other employees within the team and the broader business units.
- Exercise initiative in the application of established work procedures.
- Effectively execute internal and external liaison and communication activities.
- May be required to co-ordinate a small work team, undertake some complex operational work and may undertake planning and co-ordination of activities within the work area.
- Responsible for organising and planning own work.

Accountabilities

- Daily allocation of bank receipts, in an accurate and timely manner Including performing end of day reconciliations.
- Attend to banking tasks in an appropriate manner including settling of EFTPOS and depositing Cash and Cheques.
- Responsible for Accounts Receivable Management workflow, including:
 - monthly preparation and distribution of statements to clients
 - timely follow-up of all overdue accounts and collection of all balances – including liaison with both external and internal stakeholders (including in-house legal and other internal senior personnel)
 - assessing collectability of overdue amounts and making recommendations regarding doubtful debt provisions where collectability is in question.
- First financial point of contact for all customer account queries.
- Respond in a timely manner to both internal and external customer requests, investigate and resolve payment discrepancies, including reconciling accounts.
- Processing ASIC Office transactions and Parking Infringement Notices (PINs).

Position Description



- Maintain strong partnerships with finance team and assisting team to meet deadlines and assist with various finance duties during team members periods of leave.
- Contribute to the continued improvement of financial systems, processes and procedures.
- Maintain a high level of confidentiality in relation to all financial information.
- Provide assistance to the Financial Accountant on all aspects of the day to day operations of the Finance department as and when required.

Health, Safety, Security and Environment

- Actively promote the need to maintain a safe working environment through implementation of the Safety Management system and workplace related health and safety legislation including the CASA compliant Drug and Alcohol Management Plan (DAMP)
- Comply with local, state and federal environmental legislation, report all environmental incidents and work in accordance with NQA's Environmental and Sustainability Policies including the use of Environmental Work Procedures.

Environment, Social & Governance (ESG)

- Ensure resources are consumed responsibly.
- Look for opportunities to minimise negative environmental risk and impacts from our operations.
- Look for opportunities to conserve energy and reduce waste.
- Encourage diversity and inclusion and not knowingly engage with stakeholders that could be complicit in human rights abuses.
- Demonstrate a positive culture of being inclusive, fair and respectful.
- Continually work against bribery, corruption, extortion, money laundering, modern slavery and other financial crime.
- Meet the standards and principles we have committed to uphold, follow all internal processes, controls and procedures adopted to govern NQA
- Make decisions that comply with the law and meet the needs of our stakeholders

Corporate Responsibilities

- Comply with all NQA's policies and procedures
- To actively demonstrate and endorse the Values of Cairns Airport by showing awareness and respect to our community, company, shareholders and stakeholders

Relationship Management

Internal: NQA Management and employees.

External: All customers including airlines, retailers, airport operators, government bodies, financial institutions, tourism organisations and operators.

- Ensure all interactions with internal and external parties are conducted with respect
- Foster and maintain relationships with NQA

Customer service

- Ensure a high level of customer satisfaction is maintained at all times.
- Customer complaints/feedback are dealt with promptly.
- Continually improve services provided to management and employees.
- Extend and measure the customer experience at all levels (internal & external) of our offerings.
- Able to build and manage client relationships
- Appropriate handling of sensitive information
- The ability to communicate articulately and efficiently with internal and external stakeholders

Position Description



Qualifications, skills and experience

- Minimum 5 years' experience working within a finance team.
- Financial and administration experience (including understanding of basic accounting principles, fair credit and collection practices)
- Experience in debt recovery management
- Accuracy and attention to detail when managing accounting figures and financial records
- Ability to work autonomously, yet be part of a broader team
- Ability to work under pressure and/or timeframes; plan and organise workload
- Strong computer literacy including the ability to work within accounting packages.
- High level interpersonal, relationship building and influencing skills.
- Advocate for teamwork, collaboration and customer service.
- Experience in working with an ERP (such as Technology1 or SAP) – highly desirable.

Acknowledgement

I _____ acknowledge that I have read and understand the above

Employee Name (Print)

position description in its entirety and am capable of performing all of the stated requirements. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I acknowledge my employer's right to alter this Role Description from time to time in accordance with company requirements.

Employee Signature

Date

