

## JOB DESCRIPTION

JOB TITLE:

**ACCOUNTS RECEIVABLE SPECIALIST**

Your place of work:

**You are part of the Support Services Team  
and will be based at our offices 175 Tower Bridge Road  
and from home address**

Pilgrims' Friend Society is a registered charity which has been providing Christian care and support to older people for over 200 years. We currently have 12 care homes and nine independent living housing schemes across England and Scotland where older people can live in warm and secure communities and have opportunities to flourish every day.

As well as providing wonderful places for older Christians to live, we also equip the church with resources for ministry with older people.

Our Christian ethos is central to everything we do, and all our senior and Support Office staff are Christian. If you are a Christian and have Finance experience, then we'd love to hear from you.

### The main purposes of the role

- To take responsibility for the sales ledger for the care and housing operations.
- To ensure that residents are promptly, and efficiently billed by the Society; and that the accounting records relating to service users, income and receivables are accurate and up to date.
- To calculate and pay any refunds due.

### Where you fit into the team

You are responsible to the Senior Accounts Receivables Specialist for the day-to-day guidance and supervision.

### Duties of the Accounts Receivable Specialist

1. Maintenance of sales ledgers and opening accounts for new admissions, processing residents invoices accurately and in a timely manner, ensuring proper documentation and adherence to billing schedules.
2. Closing accounts of the deceased and those who have left our accommodation, by calculating accurate final accounts and preparing refunds for overpaid fees and chasing final payments for outstanding final balance so account can be closed.
3. Processing Auddis and Direct Debit collection batch for charges each month.
4. Proactively chasing payment of outstanding fees and escalating delinquent accounts to Business Managers and the Operations team to ensure overdue accounts are managed in line with PFS arrears policy.
5. Ensuring that all new admissions and changes in circumstances for each month are processed and updated in Sage 200 before the monthly sales ledger period end close.
6. Reconcile resident's accounts and resolve any billing discrepancies or outstanding issues in a timely manner to facilitate prompt payments.
7. Dealing with the contracts of residents and the local authorities and updating fees changes in Sicon contract maintenance.
8. Collaborate with the Operations team to resolve residents inquiries related to billing and payment matters also assisting in the preparation of annual fee increase letters.

9. Posting of sales ledger cash receipts daily ensuring accurate posting and allocation. This will include requesting remittances from local authority portals where required.
10. Investigate and ensure that all cashbook unallocated and unidentified transactions are dealt with on a weekly basis and resolve any queries that are highlighted before the end of the month.
11. Reviewing transactions in the nominal ledger to ensure completeness and to answer queries.
12. Responsible for the month end close and nominal account reconciliations including monthly reversal journals.
13. Provide excellent support to service users, their relatives and colleagues by replying promptly and professionally to emails and telephone queries.
14. Assisting with general office duties, including answering the general telephone and post-opening on a rota.
15. All staff are expected to further their knowledge and development through attendance on courses thought to be appropriate by their manager or at training sessions provided or facilitated by the Society.
16. In addition to the duties and responsibilities listed, other duties assigned by managers from time to time that are within the capabilities of the jobholder.

### **Skills Requirements**

The ideal candidate is a reliable and efficient professional with a strong understanding of accounts receivable process and a commitment to maintaining accurate financial records. A minimum of 1 year experience working in an accounting role, hands on billing or accounts receivable role.

- Associate's or bachelor's in accounting, finance, business management or studying AAT
- Strong Numerical, Analytical and Organizational skills.
- Strong financial skills and understanding of financial accounting concepts, bookkeeping software and spreadsheet.
- Teamwork – ability to develop a good working relationship with the team and be flexible.
- Time and process management, including the ability to prioritize multiple simultaneous deadlines, set priorities, and work under pressure
- Accuracy and meticulous attention to detail and a precise record keeping skills.
- Professional individual with a can-do, positive attitude and the ability to work effectively in a team.
- Strong written and verbal communication skills, with customer service focus.
- Highly proficient in Microsoft excel with excellent working knowledge of accounting software packages and the ability to handle and integrate complex data sources, both manual and electronic.
- Dependable, Punctual and shows a lot of initiative and not afraid to challenge the status quo.