

Position Description

Position Title	Office Manager
Position Number	30102252
Division	Finance and Resources
Department	Accounts Receivable
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative G4 L1 – L5
Classification Code	HS4 – HS29
Reports to	Financial Controller
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	- National Police Record Check - Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Office Manager - Accounts Receivable is responsible for leading Bendigo Health's Accounts Receivable and Cashier teams, ensuring the accurate and timely collection of revenue, effective debtor management and delivery of high-quality customer service.

The role oversees day-to-day operations, staff performance, reconciliations, financial reporting and debtor recovery activities while maintaining strong relationships with internal and external stakeholders. Working closely with the Financial Accountant, the position supports financial compliance, process improvement and the achievement of Bendigo Health's financial objectives.

Responsibilities and Accountabilities

Key Responsibilities

Leadership and Team Management

- Lead, supervise and support the Accounts Receivable and Cashier teams to ensure efficient, accurate and customer-focused service delivery.
- Manage team performance through coaching, training, mentoring and regular performance review processes.
- Coordinate workforce planning, rostering and leave management to ensure appropriate staffing levels and effective service delivery.
- Participate in recruitment, onboarding and development of staff in conjunction with the Financial Accountant.

Accounts Receivable and Debtor Management

- Oversee the accurate and timely processing of patient and sundry debtor transactions across Bendigo Health's debtor management systems, including Oracle, MANAD, RCP, iPharmacy, Karisma and iPM.
- Ensure effective collection activities are undertaken across all debtor streams to optimise cash flow and minimise aged debt.
- Coordinate debt recovery activities, including direct debtor contact and liaison with external collection agencies where required.
- Prepare and monitor debtor ageing reports and provide recommendations regarding recovery actions and debt management strategies.
- Prepare debt write-off schedules for approval by the Director of Finance and ensure approved write-offs are processed accurately in relevant systems.

Financial Control and Reconciliations

- Ensure the timely completion, review and reconciliation of bank accounts, debtor accounts and associated general ledger balances, investigating and resolving discrepancies as required.
- Escalate unusual transactions, material variances or control concerns to the Financial Controller.
- Oversee petty cash management, reconciliations and cash float monitoring, ensuring compliance with internal controls and reporting requirements.

Customer and Stakeholder Management

- Develop and maintain effective relationships with Health Funds, TAC, WorkSafe, Department of Veterans' Affairs, external stakeholders and internal departments.
- Liaise with clinical, administrative and finance teams to resolve billing queries, claim rejections and debtor issues in a timely manner.
- Ensure professional, courteous and responsive service is provided to patients, families, medical practitioners, insurers and other stakeholders.

Systems, Reporting and Continuous Improvement

- Maintain the integrity and accuracy of debtor data across all Accounts Receivable systems.
- Identify opportunities to improve systems, workflows, controls and operational efficiencies within Accounts Receivable and Cashier functions.
- Prepare and coordinate financial reports, debtor analyses and information requests for management, auditors and operational stakeholders.
- Support implementation of system enhancements and process improvement initiatives that improve service delivery and financial outcomes.

Policy, Compliance and Training

- Ensure Accounts Receivable and Cashier activities comply with Bendigo Health policies, financial procedures, audit requirements, privacy obligations and relevant legislation.
- Coordinate the ongoing review and maintenance of financial procedures and work instructions relating to Accounts Receivable and Cashier functions.
- Deliver training and ongoing support to staff on financial procedures and information systems.
- Monitor industry, regulatory and legislative developments and implement required changes to processes and procedures.

Operational Support

- Provide hands-on operational support to Accounts Receivable and Cashier functions during periods of staff absence, increased workload or business continuity requirements.
- Ensure the Accounts Receivable and Cashier teams have appropriate resources and supplies to perform their duties effectively.
- Undertake other duties consistent with the skills, experience and classification of the position as directed by the Financial Accountant.

Key Selection Criteria

Essential

1. Relevant tertiary qualification in Accounting, Finance, Business or a related discipline, or equivalent demonstrated experience in Accounts Receivable, billing or financial administration.
2. Demonstrated experience leading and supporting staff within a transactional finance environment, including workload management, coaching, performance development and fostering a positive team culture.

3. Proven experience managing accounts receivable functions, debtor collections, billing processes and reconciliations within a medium to large organisation. Experience within healthcare is highly desirable.
4. Demonstrated ability to use and learn complex financial and patient administration systems, with experience in reconciliations, reporting, data analysis and maintaining data integrity.
5. Demonstrated ability to review, develop and improve business processes, identify risks or inefficiencies and implement practical solutions.
6. Well-developed communication and interpersonal skills, with the ability to build effective working relationships and provide high-quality service to a diverse range of internal and external stakeholders.
7. Proven ability to prioritise competing demands, meet deadlines and maintain a high level of accuracy in a busy environment.

Desirable

8. Experience in a public health, hospital or healthcare finance environment.
9. Experience with Oracle Financials, iPM, Medilink/Eclipse or similar healthcare billing systems.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these

requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.