

Position Description

Form or Template HG184

Accounts Administrator

Function:	Finance
Reports to:	Finance Manager
Location:	Hawke's Bay Campus
Arrangement:	Full-time permanent
Date:	March, 2026

Pūtake | Purpose

Provide Accounts Payable and Receivable support to the financial operations of EIT. Assist with transactional processing of fixed assets to ensure accurate reporting of EIT's assets.

Ngā Whanaungatanga | Working Relationships

Internal:	Finance Team, Managers, Other Support Staff
External:	Customers, students, suppliers, vendors, auditors and debt collectors

Mana Whakahaere | Resource Delegations

Financial:	Transaction Processing, Maintenance of Supplier and Customer Details, Debt Collection, Fixed Assets, Training, Customer Service General
People:	Not applicable

Kawenga Mahi | Accountabilities

Invoice and Transaction Processing

- Accurately and promptly process creditor and debtor invoices.
- Oversee creditor and debtor credit notes and refunds to resolve issues and maintain excellent customer service.
- Process daily bank transactions for all assigned accounts accurately and timely.
- Manage all inward cash receivables and EFTPOS takings efficiently.
- Complete monthly bank reconciliations for each account on time.
- Accurately process fixed asset disposals and additions.
- Assist with the annual fixed assets stocktake.
- Provide backup and support for other team members.

Customer Account Maintenance and Monitoring

- Review, update, and enter new supplier and debtor information.
- Monitor customer accounts for non-payments, delayed payments, and other irregularities.
- Research and resolve payment discrepancies, liaising with managers, support staff, and customers regarding outstanding debt.

- Ensure timely completion of monthly debtor account reconciliations.

Debt Collection

- Oversee queries from students and customers confidentially and arrange payment options to clear outstanding debt.
- Refer overdue accounts to the debt collection agency as per policy.
- Discuss overdue debt and potential write-offs with the Finance Manager for approval.
- Maintain complete and accurate records of the debt collection process.
- Create and provide AR aged reports to the Transactional Processing Team Leader.

Customer Service

- Respond to and assist internal and external customers with account queries.
- Maintain a high level of customer service.
- Train new staff in the banking process.

General Duties

- Attend relevant meetings and maintain a high level of customer service.
- Develop positive and constructive working relationships with colleagues across all campuses.
- Review job description annually with the Team Leader and participate in coaching and appraisal processes.
- Operate within Institute policies and procedures.
- Ensure activities reflect the philosophy and procedures of Quality Management.
- Perform other duties as required by the Team Leader – Transactional Processing.

General Responsibilities:

- Comply with EIT policies and procedures.
- Contribute to a healthy workplace by implementing safe work practices and strategies to effectively manage personal wellbeing.
- Undertake additional responsibilities and tasks relevant to this position as requested by the manager.

Demonstrate commitment to:

Te Tiriti o Waitangi: Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre: Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity: Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence: Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga, Wheako, Mōhiotanga, Tohu Mātauranga | Skills, Experience, Knowledge and Qualifications

Knowledge, Experience, and Skills:

- Proven experience in accounts payable and receivable procedures.
- Sound knowledge of accounting systems and processes.
- High level of computer competency and knowledge.
- Strong interpersonal skills, both oral and written.

- Excellent administration and organizational skills.
- Good people skills.

Special Aptitudes:

- Ability to work competently and efficiently in a busy environment.
- Proven accuracy and attention to detail, maintaining standards under pressure.
- Understanding of client servicing.
- Commitment to providing quality service to internal and external clients.
- Ability to work independently and without supervision.
- Proficiency in accounts payable procedures.
- Effective team member with strong collaboration skills.
- Ability to work under pressure and meet strict deadlines.
- Awareness of cultural issues.

Personal Attributes:

- Friendly and approachable demeanour.
- Flexible and responsive to changing needs.
- Strong self-motivation.

Qualifications:

- Relevant tertiary qualification preferred.
- High level of achievement in computer, accountancy, and numeric skills.

Ngā Uara o Te Aho a Māui | Values of EIT

Herea te momoho | Inspire success:

- Support continuous learning and improvement through collaboration.
- Encourage innovation and challenge existing ways of working to achieve better outcomes.
- Recognise and celebrate the achievements of ākonga, kaimahi, and whānau.

Herea te tangata | Nurture whanaungatanga:

- Build and maintain genuine relationships through manaakitanga, care, respect, and generosity.
- Honour wairuatanga by recognising and respecting diverse identities, perspectives, and needs.
- Work collaboratively in service of ākonga and communities, demonstrating kotahitanga to achieve shared goals and outcomes.

Herea te mana | Act with integrity:

- Act with honesty and integrity, doing what is tika and pono, even when it is not easy.
- Uphold the mana of others through respectful, trustworthy, and principled interactions.

Herea te pono | Be committed:

- Make sustained contributions toward shared goals and outcomes, aligned to a collective kaupapa.
- Take accountability for actions, impact, successes, and challenges.
- Maintain personal wellbeing and support the oranga of others to remain resilient in times of change.

Document information – Office use only	
Document Name	Position Description
Document Number	HG184
Executive	People and Culture Manager
Owner	People and Culture Manager
Developer	People and Culture Advisor
Review Frequency	12
Last Review	19/02/2026
Next Review	19/02/2027