

Position Description

Form or Template HG184

Accounts Administrator

Function:	Finance
Reports to:	Financial 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 ākongā, 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 ākongā 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
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Owner	People and Culture Manager
Developer	People and Culture Advisor
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