

Credit Controller/Accounts Receivable

Kaupapa | Purpose

Partner with ākonga (student), clients, and internal teams to manage accounts receivable and support timely debt recovery, ensuring accurate processing of payments and empathetic engagement that enables positive financial outcomes. Lead day-to-day collection activities, including negotiating payment plans, assisting with StudyLink processes, and maintaining detailed records in line with legislation and organisational standards.

This role contributes to effective financial operations by delivering responsive, customer-focused collection services and supporting continuous improvement across accounts receivable and debt management practices.

Reports to: Finance Manager

Team: Finance and Infrastructure

Date: March 2026

Ngā mahi | Do

- **Invoicing** – Maintaining up-to-date billing system, generating and sending out invoices in an accurate and timely manner.
- **Receipt Processing** – Accurately receipting and allocating incoming payments into the accounts receivable system in a timely manner.
Ensuring all payments are correctly matched to ākonga (student) and customer accounts, identifying and resolving allocation discrepancies, and maintaining complete and up-to-date records.
Collaborate with internal teams to investigate unidentified payments and support smooth financial processing across the organisation.
- **Credit Notes and Refunds** – Raising credit notes for adjustments when required to resolve issues and maintain excellent customer service to our ākonga (student) and customers.
- **Accounts Reconciliation and Management** – Monitoring ākonga (student) and customer account details for non-payments, delayed payments and other irregularities.
Researching and resolving payment discrepancies. Liaise with the Ākonga Admissions and Enrolment Team and the International Team regarding outstanding ākonga (student) debt.
- **Debt Collection** – Effective, efficient and confidential handling of queries from ākonga (student) and arranging payment options to clear the outstanding debt.
Refer overdue accounts to Baycorp debt collection agency as per our debt management procedure.

Discuss overdue debt and potential write off with the Finance Manager for approval.

Maintaining complete and accurate records of the debt collection process.

Creating and providing accounts receivable aged report to the Finance Manager.

- **Teamwork** – Collaborates and communicates professionally with other kamahi (employee) within the Finance team to assist with the effective and efficient operation of the team.
Collaborates effectively with other internal kaimahi (employee) across Toi Ohomai to work flexibly and share knowledge and best practice, ensuring the Finance team meets Toi Ohomai's internal and external requirements.
Support the Finance Manager and other members of the Finance team as needed.

Demonstrate commitment to:

Ākonga (student) at the center through ensuring positive outcomes for ākonga (student) in all aspects of their learning journey.

Te Tiriti o Waitangi and Māori Success by positively championing and contributing to the success of partnerships with Iwi, Hapū and Mana Whenua, honoring Te Tiriti o Waitangi to uplift Māori success.

Equity by identifying and removing barriers to participation and achievement, and fostering inclusive, culturally responsive environments where all ākonga (student) and kaimahi can thrive.

Vocational Education Excellence through building responsive provision and services to meet the needs of ākonga (student), and stakeholders and to enable future sustainability.

Pūkenga | Have

Education/Training

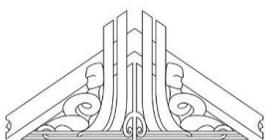
- A relevant Tertiary Degree qualification preferably in Maths, Accounting, Information Technology and English.

Experience

- Extensive experience in a similar role.
- Experience working with finance software/technology e.g. TechOne.
- Computer literacy.
- Time management and good organisational skills.
- Knowledge of the accounts receivable function.
- Good knowledge of GST related legislation.
- Detailed knowledge of the accounts receivable reconciliation process.

Knowledge, skills and attributes

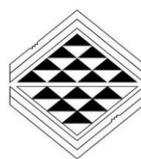
- Able to exercise judgement in problem solving.
- Ability to be innovative, to question the status quo and to adapt to changing circumstances.
- Ability to use initiative.
- Highly developed interpersonal and relationship skills.



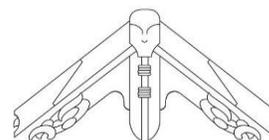
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA

- Demonstrated ability to work with colleagues to resolve issues and meet agreed outcomes.
- Microsoft Word and Outlook – intermediate level.
- PowerPoint – intermediate level.
- Ability to identify and adapt new and emerging technologies to enable and support problem-solving and innovation.
- Demonstrates knowledge of health and safety requirements and responsibilities relevant to the position.

Waiaro | Be

At Toi Ohomai, Toiohomaitanga describes our way of doing and being. It reflects how we care for each other, work together, and uphold our shared purpose. These behaviours apply to all kaimahi, with expectations scaled to the nature and level of each role. They guide how we show up in our mahi, contribute to our collective success, and reflect our commitment to Ā mātou uara | Our values in everyday practice.

Ako: Demonstrates curiosity and a commitment to continuous learning. Applies new knowledge to improve practice and outcomes and actively contributes to a culture of shared growth. This supports toitūtanga by sustaining excellence and adaptability over time.

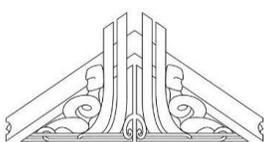
Authentic and Inclusive: Fosters inclusive environments where people feel safe, respected, and able to be themselves. Actively includes diverse perspectives, addresses inequities, and supports others to thrive. These behaviours reflect manaakitanga through care, generosity, and upholding the dignity of all.

Connected: Builds and maintains strong, trusting relationships across teams and communities. Fosters cross-functional collaboration by sharing knowledge, aligning efforts, and supporting others to achieve shared goals. Communicates with empathy and respect, contributing to a shared sense of purpose. This strengthens whanaungatanga by nurturing meaningful connections and collective wellbeing.

Innovative and impactful: Identifies opportunities to improve and applies evidence, creativity, and courage to drive meaningful change. Uses data and insights to inform decisions, challenge the status quo, and focus on outcomes that matter for ākonga (student), kaimahi, and communities. These behaviours reflect kotahitanga, recognising that lasting improvement is strengthened through collaboration and shared purpose.

Engaged: Actively participates in Toi Ohomai initiatives that advance our vision. Shares knowledge, supports others, and contributes to a positive, forward-focused culture. This is how we can live kotahitanga, working together with unity and purpose.

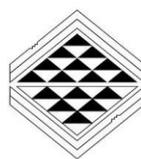
Self-aware: Demonstrates humility, reflection, and openness to feedback. Understands the impact of their actions and takes responsibility for creating conditions where others can thrive. This reflects toitūtanga through thoughtful and courageous practice that supports respectful relationships and sustainable ways of working.



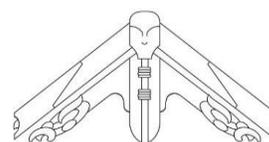
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA

Ngā Hononga Mahi | Working relationships

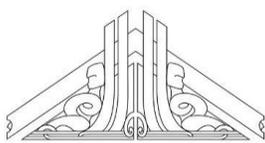
Internal: Finance Team, Ākonga Administration and Services team, Ākonga Admissions and Enrolment team, Ākonga Navigators, Programme Managers and Kaimahi

External: Trade clients

Resource delegations and responsibilities:

Financial: N/A

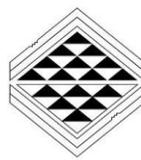
People: N/A



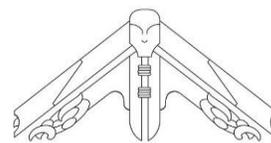
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA