



Position Description

Accounts Assistant



Position Details	
Employee Name	Click or tap here to enter text.
Position	Account Assistant
Main Location(s)	Auckland
Reports to	Chief Financial Officer
Direct Reports	none
Key Internal Relationships	Finance team Nurses Clinic Managers Other FA colleagues
Key External Relationships	Patients

Our Organisation

Fertility Associates has experienced sustained success and growth within New Zealand as the leading provider of fertility medicine.

Our people and patients are our priority. Having talented, engaged and passionate people demonstrating care, responsiveness and excellence will result in positive patient experiences, and a workplace that we can all be proud of.

Your role is critical in our ability to deliver fertility services that brings hope for our patients, that is world-leading, and enables growth for our people and business.

Position Purpose

The main purpose of your position is to provides essential support to the Accountant and Finance Management team by completing operational financial tasks and routine accounting activities.

Contribution to our Values

CARE is demonstrated by:

- Understanding and respecting the differing needs of FA’s customers (both internal and external) whilst protecting the needs of FA
- Acting with accuracy, courtesy, and diligence at all times

RESPONSIVENESS is demonstrated by:

- Responding quickly to queries and providing accurate information
- Proactively providing support to finance team colleagues

EXCELLENCE is demonstrated by:

- Consistent high levels of accuracy and detail
- Continuous focus on achieving high standards
- Working positively within a multiple demand work environment



Key Accountabilities	
Supporting Finance & Management Accounting Processes <ul style="list-style-type: none"> • Receipt of payments directly via website or directly into the bank account. • Process of patient payments including direct debits. • Reconciliation of Southern Cross payments. • Complete daily balancing and reconciliation of Greentree to bank accounts. • Manage donor private practice debtors' books • Assist Patient Liaison with patient statement queries and debt collection when and as required • Prepare bank reconciliations • Carry out ad hoc analysis work as required and to perform other tasks as required • Post invoices and payments to financial system 	Expected Outcomes <ul style="list-style-type: none"> • Accurate recording and reporting of the cash process for the organisation • Zero tolerance for banking errors, accurate banking
Finance Projects & Support <ul style="list-style-type: none"> • Provides on leave support on key elements of the patient liaison & Accounts Assistant role – e.g. pick up, triaging and responding/forwarding queries 	Expected Outcomes <ul style="list-style-type: none"> • Patient Liaison able to take leave without loss of essential service.
Te Tiriti O Waitangi <ul style="list-style-type: none"> • Supports the pursuit of Māori health gains. • Supports Māori oversight and ownership of decision-making processes necessary to achieve Māori health equity. • Enables Māori self-determination with the ability to exercise authority over their treatment according to Māori philosophies, values and practices including tikanga Māori. 	Expected Outcomes <ul style="list-style-type: none"> • Māori and Māori communities can exercise their authority to improve their health and wellbeing. • We have a fair and sustainable system which delivers more equitable outcomes for Māori. • Racism and discrimination in all its forms is addressed. • The inclusion and protection of hauora Māori (Māori philosophy comprising of the physical, mental, family and spiritual dimensions) and mātauranga Māori (Māori knowledge and understanding).
Communication & Teamwork <ul style="list-style-type: none"> • Works co-operatively and constructively with other team members to achieve objectives. • Builds effective respectful working relationships with key stakeholders. • Goes the extra mile to assist others - proactively helps and supports colleagues. • Communicates directly, honestly and respectfully. • Actively seeks feedback to improve and gives constructive, respectful feedback to others. 	Expected Outcomes <ul style="list-style-type: none"> • Key stakeholders such as colleagues and patients feel respected, heard, and valued. • Team engagement scores in communication and teamwork measures are high. • Is clearly valued as a member of the team. • Key stakeholders recognise, respect and value how you contribute to the team.



Employment Agreement: APPENDIX 2

Position Description

Initiative, Accountability & Positive Attitude	Expected Outcomes
<ul style="list-style-type: none">• Proactive rather than reactive. Able to avoid mistakes that could/should be anticipated.• Effectively plans and prioritises work in accordance with company and team goals/plans/objectives.• Well prepared and organized. Is punctual and responsive to the workload of others.• Displays optimism and perseveres in the face of setbacks/hurdles.	<ul style="list-style-type: none">• Achieves accuracy targets.• Finishes all allocated work efficiently and on time.• Works well without supervision.• Positive feedback from patients and colleagues.• Displays a helpful and courteous manner.



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Qualifications / Experience / Skills / Ability	
Formal Qualifications	<ul style="list-style-type: none"> • none
Experience	<p>Desired level of experience in a similar role:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Entry (0-1 Years) <input checked="" type="checkbox"/> Mid (1-5 Years) <input type="checkbox"/> Senior (5+ Years) <p>Experience in the following is <u>required</u>:</p> <ul style="list-style-type: none"> • Using Microsoft Office <p>Experience in the following is <u>desirable</u>:</p> <ul style="list-style-type: none"> • Prior accounts experience
Certifications / Licence Pre-requisites	<ul style="list-style-type: none"> • none
Technical / Legislative Knowledge Required	<ul style="list-style-type: none"> • none
Systems / IT Platforms	<p>Standard business tools:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> MS Word (Basic) <input checked="" type="checkbox"/> MS Outlook (Basic) <input checked="" type="checkbox"/> MS Excel (Basic) <p>Other position specific requirements:</p> <ul style="list-style-type: none"> • none
Physicality of the role	<ul style="list-style-type: none"> • sitting 90% of the day • computer work 90% of the day • carrying up - rarely • lifting up - rarely • bending, twisting - rarely • moving between areas - rarely
Mental resilience required	<ul style="list-style-type: none"> • Dealing with patients under stress
Travel	<ul style="list-style-type: none"> • none

Review & Approval			
Last Reviewed by:	CFO	Date:	July 17, 2024
Approved by:	HR Manager	Date:	July 17, 2024

Employee Initials:
