POSITION DESCRIPTION

Administration Officer- Cashiers

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

The Administration Officer- Cashiers is a member of the finance team. The role of the Administration Officer- Cashiers is responsible for the cashier function of ERH including collecting payments, perform EFTPOS transactions and entering receipts across all debtor systems. The role includes customer service tasks including performing reception and administration duties.

Position Details	
Position Title:	Administration Officer- Cashiers
Department	Finance
Reports to:	Team Leader- Finance & Administration
Positions Reporting to this role:	Nil
FTE:	1 FTE
Enterprise Agreement:	*Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers)* Enterprise Agreement 2025-2027
Position Classification:	HS1
Position Description last reviewed:	Oct 2026

Key Accountabilities
Reconcile receipts and cash floats and ensure all monies received in a prompt and courteous manner.
Banking of all cash, cheques received daily.
Receipting of all deposits, cash, cheques and EFTPOS daily into the finance & debtor systems.
Provide a high-quality response to all customers/staff who attend/communicate with the cashiers service.
Maintain efficient filing of reports and documentation.
Respond to debtor enquiries and ensure that monies received are banked promptly.
Verify refund transactions and forward to Accounts Payable for payment.
Reception and administration duties.
Ability to learn systems and experience including data entry and the key components of Microsoft Word, Excel, Outlook and Microsoft Edge;
Learn and perform Switch and accounts duties, as reasonable and appropriate.
Demonstrated ability to work autonomously and effectively within a team environment.
Provide training as required to other staff at ERH.
The Administration Officer may be requested to perform other duties, as reasonable and appropriate, from time to time.

Administration Officer- Cashiers

Organisational Responsibilities
Positively promote ERH within and externally to the organisation
Comply with the ERH and Victorian Public Sector Code (VPS) of Conduct
Each employee has a responsibility to comply and promote practices with all ERH policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements
Carry out all work and interactions in alignment with the CARE values
Report all incidents and near misses as soon as possible after the event
Participate in risk management activities and assist with identification and control of risks within their department or area of work
Actively support compliance with the National Safety & Quality Health Service Standards and other professional standards and relevant regulatory requirements

CARE Values	
All staff are expected to behave in a way that is in alignment with our corporate values:	
Collaboration	Works with a team focus Cooperates with others and gains input and support to assist in achieving objectives We work with others to achieve shared goals
Accountability	Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them
Respect	Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience
Excellence	Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do

Key Relationships	
Internal	**External**
Finance Department	Patients/Clients
Department Heads	Community
Other staff and volunteers	Other external agencies

Administration Officer- Cashiers

Selection Criteria
Essential:
• Previous demonstrated receptionist duties experience;
• Experience in cash handling and reconciliation of daily banking;
• Skills including positive customer service approach;
• Ability to work in a high productivity environment;
• Strong attention to detail and accuracy;
• Effective and efficient use of relevant technologies, including the key components of Microsoft Office, Microsoft Word, Excel, Outlook, Internet Explorer and ability to learn new systems;
• Flexibility of days and hours of work; including weekends.
• Professional presentation as a representative of ERH;
• Strong communication skills and demonstrated ability to work within a team environment;
• Behavioral qualities that reflect ERH values;
Satisfactory evidence of; National police check, Working with Children's and Vaccination status in line with policy and procedure at this time.
Desirable:
• Knowledge of general accounting principles;
• Accounts receivable/payable experience;

TERMS & CONDITIONS OF EMPLOYMENT:
Terms and conditions are in accordance with the Letter of Offer and Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: Date: / /

Print Name:

cc: Employee File