

Parent Liaison & Fees Coordinator

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| Location | Central | Essential Qualification(s) | None |
| Tenure and Status | Permanent Full-time | Essential licence(s) | Blue card |
| Classification | Salaried | Probationary Period | 3 months |
| Position resources | None | Annual Leave | 5 weeks |
| Delegation of Duties: | Finance & Administration Manager | Authorities in your absence: | Finance & Administration Manager |

AEIOU Foundation

AEIOU Foundation’s evidence-based intensive early intervention program provides opportunities for children with autism to achieve lifelong outcomes.

Our program is designed for children aged 2 to 6 years who have moderate to severe needs. Our curriculum, which meets international standards, is delivered by a transdisciplinary team of qualified therapists and educators, with a high staff-to-child ratio.

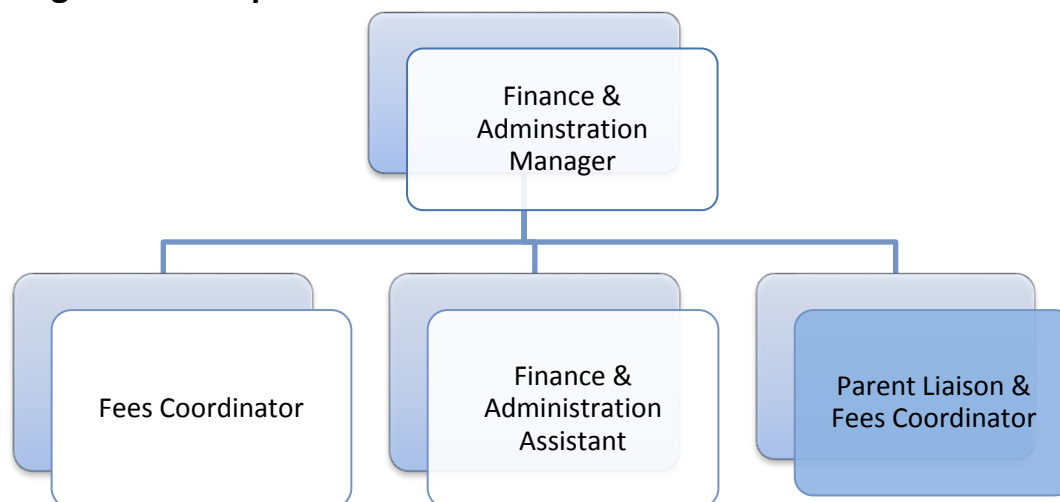
AEIOU Foundation is proud to employ highly qualified and experienced staff across our centres and we are committed to maintaining and improving skills and knowledge through a rigorous professional development program.

Our Mission
 To enhance the lives of children with autism and their families through early intervention learning along with practical and caring support.

Our Vision
 For AEIOU to be recognised as the leading provider of quality early intervention learning for children with autism and to ensure that every child is provided with the maximum opportunity to reach their potential

Our Values
 Support
 Teamwork
 Excellence
 Passion

Reporting Relationships



Other key relationships include the wider AEIOU team, children, parents, families and carers.

Position Purpose

This position will provide a high level of support to parents and centres during the enrolment process, whilst providing assistance for parents to access the maximum amount of financial support. In line with this, you will oversee the fees to ensure accuracy and provide general administration support in the Finance Department.

Responsibilities

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| <ul style="list-style-type: none"> • Work within the AEIOU team to provide maximum support to parents • Assist the Finance Team in all aspects of accounts when needed • Answer all calls to the Enrolments Department • Reply in a timely manner to all queries presented from current /non-current or prospective parents • Run active and current wait lists for all centres – ensuring places are filled as soon as possible • Send enrolment documentation to prospective parents – then follow up with a phone call • Ensure fees are taken for waitlist places • Work on a daily basis with Centre Managers / Service Managers regarding upcoming vacancies • Provide quotes for families for prospective parents • Provide updated quotes for current parents if they have a change of circumstance • Explain quotes in detail – and explain where other funding can be sourced should it be needed • Provide training and mentorship to the fees coordinator • Oversee the parents accounts for any anomalies and ensure correct fees are being charged • Set up new files for all children enrolling in AEIOU and ensuring the centres have all the information they need • Help to organise Open Days at the Centres – ensuring that visits are limited outside of these days | <ul style="list-style-type: none"> • Working with the NDIS coordinator, regarding NDIS plans and how to ensure correct billing for those families • Enter quarterly information to the NMDS reporting system for our current children • Update Donman with all parent details and changes to ensure Donman is always current • Reconciliation of QIKKIDS Debtors VS MYOB debtors on a quarterly basis • Ensure QA area for Enrolments is always updated and correct • To become familiar with the current HCWA / NDIS / Child Care documentation and processes • Accurate filing of children’s records • To consider and identify areas that we can improve upon with existing systems etc • Other ad hoc financial duties • When the fees Co-ordinator is absent/on holiday – you will be expected to help to cover the following : <ul style="list-style-type: none"> • Invoice fees to Parents on a fortnightly basis • Daily Ezidebit deductions on Qikkids • Apply payments to parents accounts • Reconciliation of Ezidebit receipts to parents accounts • Ensure timely refunds are given when necessary/requested • Lodge documentation with CCMS / HCWA and NDIS on a fortnightly basis |
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Organisational Responsibilities

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| <ul style="list-style-type: none">• To comply with all AEIOU policies and procedures at all times• A commitment to meeting and exceeding customer expectations• To adopt and embrace the organisation's values• To ensure the environment is kept in a safe and hygienic state at all times• To follow and practice correct fire and emergency evacuation procedures with the assistance of the WHS officer | <ul style="list-style-type: none">• To promote AEIOU to the local and wider communities• A commitment to work as an effective team member• To assist team members in understanding and responding to challenges, change and conflict• To ensure that all communication is completed in a professional and polite manner |
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Key Selection Criteria

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| <ul style="list-style-type: none">• Bookkeeping experience – minimum 3 years• Experience working with enrolments/running of waiting lists• Excellent customer service and communication skills• Ability to liaise, be compassionate and 'sell' AEIOU | <ul style="list-style-type: none">• Ability to work to strict deadlines• Intermediate computer skills in QIKKIDS & Excel• Knowledge of MYOB desirable• Ability to analyse and interpret data• Exceptional organisational skills |
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