

POSITION TITLE:	Contributions Administrator
BUSINESS AREA:	Administration Services
EMPLOYMENT STATUS:	Fixed Term Contract (9 months) –open to full-time, part-time and any other flexible working arrangements

PART A – POSITION SPECIFICATION

1. Position Objective

To accurately process and allocate contributions, employer/member applications and other employer/member data records within agreed service standards whilst providing quality customer service (telephone and written) to both internal and external clients.

To be proactive in all communications and develop strong working relationships with Employers ensuring compliance with both legislation and fund rules.

To support the Team Leader and Administration Manager by contributing toward the effective functioning of the Administration team.

2. Reporting and Team Relationships

Position reports to:

Team Leader, Employer Services

Group consists of (in addition to this role):

Position

Contributions Administrators

Receipting Administrators

Reception/Contributions Administrator

Other work relationships:

Client Services Managers

Marketing Coordinators

Quality Services Staff

Member Services Staff

3. Key Responsibilities

Data Entry and Employer/Member maintenance

- Adding and maintenance of Employer and Member Records - ensure all data is processed with the highest attention to detail and within client service standards and key performance indicators including (but not limited to):
 - Contribution allocation for members submitted by employers (including investigating and clearing unallocated contributions)
 - Investigating and correcting problem contribution returns.
 - Processing member voluntary contributions received via direct debit, including setting up and cessation.
 - Add and maintain member, employer and employment records
 - Processing and checking/authorisation of roll-ins.
 - Assisting with same day receipting and banking of EFT and Bpay payments.
 - Assisting with sorting and batching of EFT and Bpay paperwork.

- Filing of completed administration paperwork (contribution returns, member and employer applications and correspondence).
- Welcome new employers and advise how to participate in the fund.
- Resolve remittance format and information problems with employers.
- Prepare and process refunds of contributions.
- Prepare and process dishonours and unpresented cheques.
- Investigate and correct clearing house issues.
- Process clearing house data.
- Investigate and contact employers who are in contribution arrears.
- Answer/respond to employer enquiries (written and telephone), including employer statement enquiries, employer contribution enquiries, and general correspondence within agreed service standards.

Teamwork and Continuous Improvement

- Develop and maintain cooperative relationships with other team members and areas, actively participating in team / staff meetings.
- Works effectively and co-operatively with others demonstrating integrity and respect.
- Support the concept of continuous improvement and help identify areas for improvement.
- Uphold and promote the IFAA values at every opportunity.

General

- Participate in training programs, including technical reading, to increase knowledge of superannuation and insurance. The aim to be more knowledgeable for dealing with all customer enquiries and enquiries from other service providers.
- Actively ensure own health and safety and the safety of others through understanding and implementing workplace health and safety obligations.
- Ensure consistency in all dealings with internal and external clients.
- In addition to the above, undertake any other duties as required from time to time.

Major Challenges/Problem Solving Areas

The Administrator is challenged by the need to work to tight processing timelines without compromising accuracy and attention to detail.

PART B– PERSON SPECIFICATION

1. Qualifications

RG146 highly regarded however not essential.

2. Knowledge &/or Experience

Sound knowledge of Industry Superannuation administration, legislation and other related practices and record keeping procedures well regarded.

Experience in working in a high volume processing environment to quality based service standards and/or administration background.

Experience with the Microsoft suite of packages, including advanced skills in Microsoft Word, Excel, Outlook and PowerPoint.

3. Key Skills/Attributes

Well developed keyboard skills and data entry skills (speed and accuracy).

Attention to detail/quality orientation – shows concern for quality and accuracy in all aspects of work; vigilantly checks job processes and outputs to ensure freedom from errors/omissions.

Interpersonal – able to relate to clients' needs and work as part of a team. Effectively convey information and requirements to others.

Telephone – excellent customer service skills and confident phone manner.

Client service focussed – taking pride in, and obtaining satisfaction from, providing a service to people.

Able to present a professional and polished manner as the first point of contact for IFAA.

Personal time management – ability to plan and prioritise work, in particular during peak periods.

Analytical and investigative – able to take responsibility for and investigate / resolve problems encountered outside of normal daily processing.

Written communication – able to clearly reply to customer enquiries within legislative and Fund guidelines.

Willingness to participate in ongoing education.

Manager/Team Leader: _____ Date: _____

Employee: _____ Date: _____