**Accounts Processing Officer**

* Multiple positions
* Help make a difference to people’s lives
* Use your strong administration skills

**About My Plan Manager**

**My Plan Manager** (MPM) is the most experienced plan management provider in Australia, with a dedicated and friendly team of people, offering flexible support. It is our mission to offer individualised financial management, in meaningful and transparent ways, so that the initial complexities and ongoing responsibilities of being an NDIS participant don’t get in the way of our clients living their best lives.

My Plan Manager is seeking multiple staff to fill current and future opportunities on both a permanent and contract basis.

**About the role**

The Accounts Processing Officer works as part of a team to ensure that the highest level of customer service is provided to our clients, by ensuring that client invoices are processed swiftly, and in accordance with NDIS rules. The role also works proactively with Providers to ensure single point resolution occurs to ensure client accounts are processed in a timely manner.

**Main accountabilities include:**

* Processing provider and client invoices and re-imbursements in accordance with MPM and NDIS policies;
* Resolving discrepancies by obtaining further information from Providers or Clients to support the prompt processing of invoices;
* Updating client or provider information in MPM databases;
* Working collaboratively with other areas of the business to escalate and re-assign more complex invoices to ensure resolution for the client.

To be considered for these roles we are looking for people who have the following skills and experience:

* A high level of attention to detail
* Intermediate skill level in the Microsoft Office Suite – Word and Excel, and the ability to use multiple technology platforms and systems.
* Ability to use initiative and problem solve within a defined framework
* Excellent communication both written and verbal
* High levels of customer service with the ability to empathise
* Strong sense of accountability by taking ownership of tasks to meet KPI’s
* Ability to work collaboratively within and across teams

Prior to commencing with MPM you will be required to hold a current DHS Working with Children's Check (WWCC) or DCSI Child-Related Employment Clearance and a current DHS Disability Services Employment Clearance.

**My Plan Manager in an Equal Opportunity Employer and encourages diversity in the workplace. People with a disability are encouraged to apply.**

**Next Steps:**

If you believe you have what it takes to deliver high levels of service, and are excited about working for an organisation that can make a real difference to people’s lives, then please submit your resume to recruitment@myplanmanager.com.au.