

## POSITION DESCRIPTION



### SECTION A: Position Context

|                            |  |
|----------------------------|--|
| <b>Position Title</b>      | Finance Officer                                |
| <b>Position Grade</b>      | E1-T - Officer                                 |
| <b>Category</b>            | Executive                                      |
| <b>Campus / Unit</b>       | Sarawak Campus - Finance and Business Analysis |
| <b>Term of Appointment</b> | Full-time Appointment / Fixed-term Appointment |
| <b>Effective Date</b>      | February 2025                                  |

### Position Purpose

The position is an executive position and supports the financial accounting operations and tax functions of the University. It is anticipated that Swinburne Sarawak will expand rapidly and that the responsibilities and scope of the position will grow accordingly.

The position will report to the Finance Executive, Assistant Manager, and Director, Finance and Business Analysis (FBA) to undertake initiatives or projects independently besides having decent verbal and written communication skills. The position will be one of the subject-matter experts to drive the digitalisation of finance operations. In addition, the position will also be accountable for the financial accounting operations and assisting in the direct and indirect taxes planning, assessment and compliances. The position will undertake a variety of duties in a busy office environment, working independently whilst exercising judgement to prioritise tasks in order to meet the datelines set.

The position will be required to work within a culture of continuous improvement and will be supported and encouraged to identify areas where efficiency can be improved and control measures can be implemented to achieve a higher standard.

The position requires a high level of financial and report presentation skills, time management as well as good communication skills. The position is also expected to work efficiently in a team environment and interact professionally and effectively with the University staff and relevant Heads of Management Units, and to the public in providing quality customer service at all times.

### Participation on Committees

The position will be required to participate on relevant committees as and when required for the efficient performance of duties and as directed by the Finance Executive; or Assistant Manager; or Director, FBA; or by any other person as assigned by an authorised personnel.

### Supervision Reporting Relationships

|   |  |
|---|--|
| <u>This position's supervisor/manager</u>         | Finance Executive; or any other person as assigned by authorised personnel |
| Other positions reporting to <u>this</u> position | None   |

### Location

This position is located at the Swinburne University of Technology Sarawak Campus.

## SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

| KEY RESPONSIBILITY AREAS |  |
|--------------------------|--|
| 1.                       | <p><b>FINANCIAL OPERATIONS</b></p> <p><b><u>Trade Debtors Management</u></b></p> <ul style="list-style-type: none"> <li>• Handle collection of students' fees through various payment channels.</li> <li>• Process students' instalment plans.</li> <li>• Explore and introduce new payment channels to enhance the payment service and experience for the students.</li> <li>• Ensure that core Key Performance Index (KPI) on debtors' turnover are met.</li> <li>• Work closely with Student Engagement and Future Students teams to ensure accuracy in student's data, status and invoicing.</li> <li>• Timely process and key-in of data into accounting system to ensure information is up-to-date, accurate and available at all times.</li> <li>• Actively pursue past due accounts receivable issues and proposed for debtors' impairment where necessary.</li> <li>• Monitor and report students under financial aid to ensure collection are current.</li> <li>• Prepare agent computation, processing and liaise with both the international and domestic agents for students' related fees.</li> <li>• Resolve students' enquiries, appeals and refund requests tickets via servicedesk.</li> </ul> <p><b><u>Other Accounts Receivables</u></b></p> <ul style="list-style-type: none"> <li>• Process other invoices, credit notes and debit notes for billing purposes (including research investment fund) to ensure accurate other accounts receivable system.</li> <li>• Ensure timely collection and credit control.</li> <li>• Prepare monthly Account Receivable reports for relevant stakeholders.</li> </ul> <p><b><u>Accounts Payables</u></b></p> <ul style="list-style-type: none"> <li>• Process payment to creditors i.e. suppliers, staff and students via e-payment, telegraphic transfer or cheque.</li> <li>• Collate every detail and record of the payments that are due to be made.</li> <li>• Ensure that all payments for suppliers' invoices, staff claims and students' refunds and ensure their accompanying payment requests are endorsed by proper authorisation, meeting purchase order or terms and conditions of contract, ensure accuracy and reasonableness of the charged code, comply with withholding tax, service tax and adhere to applicable corporate tax compliances.</li> <li>• Assemble and disseminate all invoices for payment approval by the appropriate Head of Management Unit.</li> <li>• Identify correct account code for payment-related transactions and in accordance with current accounting principles e.g. MPERS.</li> <li>• For e-payment: request and update bank details of suppliers, staff and students into auto pay kit or reflex online cash management.</li> <li>• Keep track of the transactions and monitor accounts to ensure payments are up to date.</li> <li>• Update daily cheque details report and ensure funds availability before releasing payment to the payee (for significant amount only).</li> <li>• Respond to inquiries from staff, suppliers, consultants and other clients regarding their payment status, disputes, etc.</li> </ul> <p><b><u>Procurement Operations</u></b></p> <ul style="list-style-type: none"> <li>• Handle requisition or tender, prepare and place purchase orders for goods and services in accordance to the approved delegated authority.</li> <li>• Liaise with suppliers for goods and services availability, price quotes and details; prepare requisition; special and prior authorisation requests; open purchase orders for timely delivery; concerning new goods and services, damaged goods or unsatisfied services received.</li> <li>• Conduct research concerning commodities and services, and suppliers sourcing.</li> <li>• Provide guidance and consultation to respective Faculty/ School/ Unit personnel for all procurement activities.</li> <li>• Maintain procurement databases and prepare reports, provide analysis and reporting of procurement activities on a monthly basis.</li> </ul> |

| KEY RESPONSIBILITY AREAS |  |
|--------------------------|--|
|                          | <p><b>Other functions</b></p> <ul style="list-style-type: none"> <li>• Perform corporate credit and debit card payments that are in line with the University's policies and regulations.</li> <li>• Release funding for the activities approved and funded by SSSC account.</li> <li>• Work with line supervisor on audit schedules for year-end closing and/or audit.</li> <li>• Input and process data into the financial system on a timely manner to ensure up to date and accurate information is available at all times.</li> <li>• Apply business intelligence and tech-savvy tools to ensure the integrity and timeliness of the reports prepared for financial reporting.</li> <li>• Assist line supervisor with the update of unit action plan and implementation of financial strategies and goals in line with the Key Result Areas set under the Campus Plan.</li> <li>• Identify any time-consuming bottlenecks and development needs and scrutinise workflow, policies and regulations and systems to streamline and improve the processes and operations.</li> <li>• Ensure financial and legal compliances at all times according to relevant statutory and regulations as required.</li> </ul> |
| 2.                       | <p><b>COMPLIANCE OF MALAYSIAN TAX</b></p> <p>Assist and support the Finance Executive in the following areas:</p> <ul style="list-style-type: none"> <li>• Compliance and reporting of service tax.</li> <li>• Corporate tax assessment and planning - establish a more holistic and structure way of managing and planning the corporate tax exposure: <ul style="list-style-type: none"> <li>- Reduce the unnecessary tax liabilities (non-deductible expenses, expenses with tax incentive and capital allowances) by revising the estimated tax payable at least twice within the basis period.</li> <li>- Prepare and obtain approval from Ministry of Education Malaysia (MOE) for double tax deduction transactions.</li> <li>- Handle tax queries and audits from the tax authorities or tax consultants.</li> </ul> </li> <li>• Compliance of withholding tax (WHT), i.e. provide for WHT payable, request for the certificate of tax residence from vendors whenever the double tax agreement is applicable, prepare necessary documents for WHT payable and liaise with tax authorities or tax consultants for any clarification on WHT treatment.</li> </ul>   |
| 3.                       | <p><b>VIRTUALISING FINANCIAL OPERATIONS</b></p> <p>Be one of the subject-matter experts to assist with the digitalisation of the finance operations, such as replacing legacy systems financial, fixed assets management systems and reporting, etc. to address not just quick wins, but the medium and long-term view.</p>  |
| 4.                       | <p><b>CUSTOMER SERVICE</b></p> <p>Collaborate with internal and external stakeholders to better understand, anticipate and meet the current and future needs of the Sarawak Campus:</p> <ul style="list-style-type: none"> <li>• Assist Accountants to implement high quality processes that document, assess, improve and deliver favourable service performances.</li> <li>• Work effectively in cross-functional projects and teams.</li> <li>• Be accessible for customer enquiries and respond to customers in a timely manner by ensuring that the core Key Performance Index (KPI) for customer satisfaction are met.</li> <li>• Assess customer satisfaction level through survey evaluate and react to the feedback or complaints to promote customer interaction.</li> </ul>   |
| 5.                       | <p><b>OCCUPATIONAL HEALTH AND SAFETY (OHS)</b></p> <p>Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following:</p> <ul style="list-style-type: none"> <li>• Execute OHS requirements in respective work areas;</li> <li>• Maintain cleanliness, good housekeeping and overall safe work environment; and</li> <li>• Undertake immediate correction and improvement action on any non-compliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.</li> </ul>  |
| 6.                       | <p><b>SWINBURNE VALUES AND CULTURE</b></p> <ul style="list-style-type: none"> <li>• Commit to the Swinburne Values.</li> <li>• Conduct work professionally while demonstrating the Swinburne Values at all times.</li> </ul>   |
| 7.                       | <p><b>OTHER DUTIES</b></p> <p>Any other duties as and when required by the Finance Executive; or Assistant Manager; or Director, FBA; or any other person as assigned by an authorised personnel.</p>  |

## SECTION C: Key Selection Criteria

Application letters and/or resumes must address the Qualifications and Knowledge/Experience/Attributes sections under the key selection criteria.

| <b>Qualifications:</b> Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position. |   | <b>Essential/<br/>Highly<br/>Desirable/<br/>Preferable</b> |
|--|---|--|
| 1.   | a) A Bachelor's degree in Accounting or business-related discipline from a recognised institution or a professional qualification in a relevant area; or<br>b) A Diploma with a minimum of three (3) years relevant working experience in a commercial or audit environment.<br>Fresh Bachelor degree holders in relevant discipline can be considered. | Essential  |
| 2.   | An additional Bachelor's degree in Computing-related discipline would be an added advantage.  | Preferable   |

| <b>Experience / Knowledge / Attributes:</b> Required by the position to successfully perform the position's key responsibilities. |  | <b>Essential/<br/>Highly<br/>Desirable/<br/>Preferable</b> |
|---|--|--|
| 1.  | A level of maturity consistent with the requirements of the position for independent work, initiative and sound business acumen.   | Essential  |
| 2.  | Self-starter, resourceful, proactive, thorough and detail-oriented in obtaining and producing financial information.   | Essential  |
| 3.  | A dynamic and proactive person with a strong technical knowledge and analytical skills.  | Essential  |
| 4.  | Ability to set priorities, plan work and meet deadlines in a dynamic environment.  | Essential  |
| 5.  | Demonstrated ability to operate other software application including Enterprise Resource Solutions (Oracle, SAP, Microsoft Dynamic, etc), Word, Excel, Powerpoint, Visio, Outlook etc. | Essential  |
| 6.  | Demonstrated ability to multi-task.  | Essential  |
| 7.  | Good report writing skills.  | Essential  |
| 8.  | Demonstrated ability to work under limited direction and use initiative and judgements   | Essential  |
| 9.  | Flexibility and adaptability in order to work under pressure and meet short and long-term deadlines.   | Essential  |
| 10.   | Has relevant working experience in a commercial or audit environment.  | Highly Desirable   |
| 11.   | Excellent knowledge in operating BI or tech savvy tools, i.e. PowerBI, Tableau, UIPath, Python, etc  | Highly Desirable   |
| 12.   | Excellent communication and interpersonal skills and demonstrated ability to work effectively in a consultative and team environment.  | Highly Desirable   |
| 13.   | Demonstrated ability to form sound working relationships with a wide range of staff.   | Highly Desirable   |
| 14.   | Ability to handle legal issues in collaboration with panel of solicitors.  | Highly Desirable   |
| 15.   | Knowledge of the Malaysian education system and an understanding of the key issues relating to the provision of private tertiary education in Malaysia.                                | Highly Desirable   |
| 16.   | Relevant working experience in a tertiary institution an advantage.  | Highly Desirable   |