



Accounts Receivable Officer

Position Description – Finance

Team:	Commercial Finance	Location:	Auckland
Reports to:	Credit Control & Accounts Receivable Manager		
Role Type:	Permanent		

About Us

KiwiRail’s Role in Aotearoa, New Zealand

KiwiRail, a proud State-Owned Enterprise, delivers sustainable and inclusive growth for our customers, communities, and people.

For more than 150 years, rail in New Zealand has connected communities, delivered freight and passengers around the country, and showcased our spectacular scenery to the world. Our purpose—Hononga Whaikaha, Oranga mo Aotearoa (Stronger Connections, Better New Zealand)—speaks to connection with our customers and the future needs of their businesses, connection with the communities we serve and operate in, and connection with each other. KiwiRail is carrying this legacy into the future, delivering connected rail and shipping transport services that create economic, social, and environmental value for New Zealand and New Zealanders.

Our Workplace

At KiwiRail, our values define the behaviour we expect from everyone. We have a team of over 4500 people, and every connection we make with each other, our union partners, our customers and all our stakeholders must be of the highest standard.



Safety, health, and well-being are our number one priority, ensuring our people return home safe and healthy every day.

About the Role

Purpose of the role

KiwiRail is in a phase of significant transformation to modernise and grow our rail and Interislander ferry services in Aotearoa.

The Accounts Receivable Officer ensures the timely and accurate receipting, allocation, and reconciliation of customer payments across KiwiRail's customer portfolio. This role supports financial integrity and operational efficiency by maintaining accurate customer accounts, resolving queries, and contributing to continuous improvement in credit control processes. As a key member of the AR & Credit Control team, the role also provides advice and analysis to optimise receivables performance and customer engagement.

Key Accountabilities

Within the area of responsibility, this role is required to:

- Process daily banking transactions, including general ledger journals and accurate allocation of customer payments.
- Reconcile customer accounts and manage unallocated cash to ensure financial accuracy.
- Prepare and distribute customer statements and reports in line with agreed schedules.
- Manage the accounts receivable inbox, responding promptly to internal and external queries.
- Support credit control activities, including processing credit applications and conducting credit checks.
- Collaborate with internal teams and customers to resolve payment issues and improve receivables processes.
- Capture, classify and process outstanding credit request, manual invoices and refunds in an accurate and timely manner.

Key challenges

- Managing complex and overdue receivables across a diverse customer base.
- Balancing high transaction volumes with the need for accuracy and timeliness.
- Navigating sensitive customer interactions while maintaining strong relationships and ensuring payment compliance.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Business Unit GMs and Senior Managers		✓	✓	✓
	Customer Services Team		✓	✓	✓
	Sales Team		✓	✓	✓
	Legal Team			✓	
	General Manager Commercial		✓	✓	✓
	Commercial Managers		✓	✓	✓
	Corporate Finance Team		✓	✓	✓
External	Customers at all levels		✓	✓	✓

	Credit Agencies			✓	
	External Auditors		✓	✓	✓

What you will do to contribute

Health Safety and Wellbeing	<ul style="list-style-type: none"> • Prioritise safety by identifying and addressing hazards in the workplace. • Follow KiwiRail's health and safety procedures and encourage safe practices. • Report incidents and near-misses promptly and accurately. • Promote a culture of wellbeing and personal responsibility. • Support colleagues in maintaining a safe and healthy work environment.
Customer Focus	<ul style="list-style-type: none"> • Communicate clearly and professionally with customers to resolve queries. • Educate customers on payment processes and expectations. • Provide excellent service that supports customer satisfaction and retention. • Collaborate with internal teams to improve customer outcomes.
High Performing Teams Skills	<ul style="list-style-type: none"> • Collaborate effectively with team members and other departments. • Share knowledge and support colleagues during high workloads or leave. • Contribute to a positive and inclusive team culture. • Take initiative to improve team processes and outcomes. • Demonstrate flexibility and adaptability in a dynamic environment.
Commercial Acumen	<ul style="list-style-type: none"> • Ensure compliance with financial policies and standards. • Identify opportunities to streamline receivables processes. • Monitor and report on key financial metrics and performance indicators. • Support the implementation of efficient systems and procedures. • Understand the financial impact of decisions on KiwiRail's performance.
Continuous Improvement	<ul style="list-style-type: none"> • Proactively identify and implement process improvements. • Participate in projects to enhance AR and credit control functions. • Stay up to date with best practices in accounts receivable and credit management. • Provide feedback and suggestions to improve team performance. • Support change initiatives and new system implementations.
Operational Performance	<ul style="list-style-type: none"> • Process daily banking, including general ledger journals and accurate allocation of payments to customer transactions. • Educate customers to pay into the correct bank account and to provide supporting information to assist with the correct allocation of payments. • Review daily unallocated cash report and ensure any unallocated cash is posted to the correct customer account and allocated accordingly. • Prepare customer account reconciliations as required. • Capture, classify and process outstanding credit request, manual invoices and refunds in an accurate and timely manner.

- Develop strong working relationships with customers and their decision makers, implementing the most effective means of communication
- Collaborate closely with Credit Controllers and business units to provide effective support.
- Provide backup assistance to other business units as needed during high workloads or leave coverage.
- Process credit applications, including conducting credit reference checks and Equifax credit assessments.
- Prepare and send statements in line with the required frequency. (Weekly/ Monthly)
- Manage the business unit's generic inbox, ensuring timely responses to both customer and internal queries.
- Distribute weekly ATB and unallocated reports to the AR and Credit Control team.
- Monitor and verify SAP versus operations data in line with the required frequency. (Daily/Weekly) to ensure consistency and accuracy.
- Other Adhoc duties assigned by the Manager.

Financial and Commercial Management

- Assist with the implementation of relevant procedures, processes, and systems that are efficient, effective and facilitate the achievement of targets.
- Continuously identify and implement opportunities for improving, integrating, streamlining, and sharing processes.
- Ensure that financial policies and standards are understood to ensure full compliance
- Capture, classify and process of outstanding credit requests in an accurate and timely manner as a key member of the AR & Credit Control team.

Reporting

- Accurately report to relevant managers, timely, targeted analysis, commentary and insight of actual and forecast performance
- Measure and report as required on related key issues and statistics

Relationship Management

- Manage the efficient and timely response to enquiries from key external and internal stakeholders
 - Be a key contributor to the wider business with any support needed relating to accounts receivable matters
 - Be comfortable managing changing requirements.
 - Foster a supportive and inclusive team approach.
 - Establish effective and affiliative working relationships across all levels
 - Act as the key contact between KiwiRail and external stakeholders when required, to ensure all relevant parties are kept informed of progress and likely impacts.
 - Contribute to a collaborative culture of openness and positive engagement
 - Understand and articulate complex issues and assist in guidance on the resolution.
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Decision Making

Key decision-making requirements of the position include:

- customer payments, account reconciliations, and credit control support.

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	Nil
Budget (operating and capital)	Nil
Travel Delegations	Nil
Statutory powers	Nil

Physical demands and the nature of work

This role is administration-based and requires:

- prolonged sitting and high computer usage
- limited walking, standing, twisting, bending (at the waist), crouching (bend knee)
- carrying of laptop and paperwork when alternating between home and office
- limited lifting of up to 7 kg archive boxes

Your role may include other tasks suited to your level, as your manager directs. This job description shows your current duties. We'll review and update it with you if your responsibilities change.

About you

Knowledge and experience

- You have at least 5 years' experience in a large, multi-business unit environment or similar role.
- You have a proven track record in managing complex and overdue receivables.
- You are experienced in handling sensitive customer interactions and resolving disputes.
- You are confident using SAP and intermediate to advanced Excel functions.
- You understand financial systems and general ledger processes.

Ways of working / Work-related qualities

- You communicate clearly and confidently with internal and external stakeholders.
- You stay calm and composed under pressure and adapt to changing priorities.
- You take ownership of your work and proactively seek improvements.
- You collaborate effectively and contribute positively to team outcomes.
- You use sound judgement and attention to detail in financial decision-making.

Other Requirements

- You can pass regular drug and alcohol screenings.
- You are eligible to work in New Zealand.

Qualifications

- You hold a tertiary or secondary school qualification.
- A Diploma or Certificate in Business or Accounting is desirable, or you have relevant equivalent experience.

**CREATING
STRONGER
CONNECTIONS**

The KiwiRail logo is displayed on an orange background. It features the word "KiwiRail" in a bold, sans-serif font, followed by a stylized graphic of a kiwi bird's tail feathers.