



## **Accounting Services Officer**

At Strata Sense, our **why** is simple: we provide exceptional strata management services to both residential and commercial clients, delivering expertise and quality that sets us a level above. We're more than just managers—we're dedicated to enabling communities that our clients can be proud of.

### **Our mission?**

To create an extraordinary client experience while cultivating a workplace where innovation, collaboration and operational excellence thrive.

We're not your average strata management business. At Strata Sense, you'll find a hybrid work environment, exciting growth opportunities, and a team that's as values driven as it is ambitious.

### **About the role**

The primary purpose of the Accounts Service Officer is to:

Serve as one of the first points of contact for clients, suppliers, and building managers, committed to promptly addressing and resolving queries and requests. Ensure timely follow-up and resolution by other team members as needed, always maintaining a client-centric approach.

Oversee the accounts receivable, including debt recovery, process as outlined by the Chief Operating Officer (COO) and senior accounts team, managing each step from initial reminders to client communications, coordinating payment plans, and liaising with solicitors when necessary—all while ensuring a seamless and respectful experience for clients.

Manage the invoice approval workflow on Strata Sense's online platform, ensuring the highest level of quality control, smooth invoice processing, and effective communication with both internal and external stakeholders. Strive to maintain accuracy and efficiency, all while elevating the client experience and fostering strong relationships.

### **What You'll Be Doing:**

This section highlights the key responsibilities and tasks you'll be taking on in the role.

- Monitor the accounts inbox throughout the day and handle tasks and/or assign work to the relevant team member.
- Provide solutions to challenges raised by clients
- To monitor levies and ensure late payments are followed up in accordance with internal processes.
- Ensure debt recovery action is undertaken and documented in accordance with internal Processes
- Follow escalation and delegation procedures for the review and waiving /crediting charges to clients.
- Record and reconcile incoming payments from customers.
- Maintain accurate and up-to-date accounts receivable records.
- Monitor progress of payments plans and provide monthly updates to the Treasurer and/or Strata Committees, and ensure additional fees for payment plans are charged in accordance with management agreements
- Provide debt recovery update reports for strata managers

### **Here's what you will bring to the table:**

#### Required

- Minimum 12 months' Experience in Accounting
- Accounting Qualifications
- Experience managing accounts receivable processes, including liaising with owners, suppliers, and legal teams when necessary.
- Ability to explain financial information clearly to non-financial stakeholders.
- Excellent verbal and written communication skills to liaise with internal teams, clients, suppliers, and building managers.

#### Preferred

- Certificate of Registration or License (Strata Management) *(or in process of obtaining same)*
- CPA or CA certification (or working towards) would be highly regarded.
- Familiarity with the unique financial aspects of strata management, including budgeting, levy collection, and reconciliation of trust accounts.
- Knowledge of the relevant legislation and compliance requirements specific to strata operations.
- Proficiency in preparing and analysing financial statements, reports, and budgets for strata schemes.

### **Why you will love working with us!**

- **Competitive Salary** – Enjoy a salary that reflects your skills and experience.
- **Hybrid Work Flexibility** – Balance working from home with time spent in our dynamic office environment.
- **Monthly Team Socials** – Participate in fun team-building activities to connect and unwind.
- **Growth Opportunities** – Join a rapidly scaling company with plenty of room to advance your career.
- **Work with Industry Leaders** – Collaborate with top professionals in Strata Management and learn from the best.
- **Vibrant Team Culture** – Be part of a collaborative, supportive team that celebrates successes and strives for excellence.

### **Ready to Join the Fun?**

If this sounds like your next role, we'd love to hear from you. Send your resume and a short cover letter to [jane.escobar@stratasense.com.au](mailto:jane.escobar@stratasense.com.au) and let's chat about how you can make a difference at Strata Sense.