

Account Executive, Client Services, Catholic Development Fund

- East Melbourne Location for BAU
- 12 Months Maximum Term
- Remote Working available
- Flexible Working Hours

Working at the Catholic Development Fund (CDF) you will be partnering with a values-based financial organisation that puts people and communities ahead of profit.

We are the principal financial services provider to more than 700 Catholic schools, parishes and other Catholic organisations offering investment products and online transaction/payment services and more than 20,000 Catholics across Australia have an account with the CDF.

Being part of our team, you have an opportunity to build on work that has so far helped deliver billions of dollars in support of education, healthcare, social services and aged care. Your work will not only support the commitments and interests of our Church leaders and our parishes but also the broader community, who benefit directly and indirectly from the services we build and support.

You will see over time, through our projects, products, and priorities, that this is not just something we preach, it's something we practice.

The Role

Reporting to the Executive Manager Client Experience, the Account Executive will manage the delivery of high-quality transaction services to clients.

You will be accountable for accurately and efficiently processing client transactions under the direction of the Relationship Manager or Senior Relationship Manager.

Position Responsibility

- Support the CDF Relationship Manager to deliver transaction services to their clients
- Ensure all required processing is completed within the day
- Ensure policies and procedures are up to date and adhered to
- Work with the Relationship Manager on the preparation and processing of loan applications
- Instruct Treasury Lending Analyst on the preparation of loan documentation (letter of offer) and ensure that loan documents reflect client requirements
- Maintain a close working relationship with transaction bank staff responsible for the administration of CDF accounts

- Maintain a close working relationship with CDF Pay and IT staff
- Support ongoing process efficiencies and improvements

Experience

Essential

- Previous experience in a financial institution
- Previous transaction banking experience
- Experience in processing information efficiently within specified timeframes
- Demonstrated ability to structure, prioritise and complete work in a given time
- Maintaining a customer oriented attitude at all times
- Ability to convey knowledge, insights and expertise to others both formally and informally
- Excellent verbal and written communication skills
- An ability to interact with and pay attention to clients to obtain background information and knowledge to understand drivers and underlying messages
- Reliable and disciplined approach with proven ability to respect confidentiality and honour commitments in accordance with personal principles and company expectations
- Ability to work independently, collaboratively and respectfully with others

Desirable

- Relevant graduate business qualifications
- Previous experience in a Catholic Church organisation

Applications are to be sent to recruitment@melbcdf.org.au by Friday 16th October 2020. This job has also been advertised on SEEK. All applications must include a resume and cover letter addressing the Position Responsibilities and Education, Qualifications & Experience.

See full position description below for role details.

The Archdiocese is committed to the safety, wellbeing and dignity of all children and vulnerable adults



Position title	Account Executive
Department	Client Services
Reports to	Executive Manager Operations
Number of direct reports	Nil
Location	East Melbourne - Head Office

Position purpose

Reporting to the Executive Manager Client Services.

The Account Executive will manage the delivery of high quality transaction services to clients.

This position is accountable for accurately and efficiently processing client transactions under the direction of the Relationship Manager or Senior Relationship Manager.

Position responsibilities

- Supporting the CDF Relationship Manager to deliver transaction services to their clients.
- Ensuring all required processing is completed within the day.
- Ensuring policies and procedures are up to date and adhered to.
- Working with the Relationship Manager on the preparation and processing of loan applications.
- Instruct Treasury Lending Analyst on the preparation of loan documentation (letter of offer) and ensure that loan documents reflect client requirements.
- Maintain a close working relationship with transaction bank staff responsible for the administration of CDF accounts.
- Maintain a close working relationship with CDF Pay and IT staff.
- Support with ongoing process efficiencies and improvements.

List of Tasks:

- Process mail transactions.
- Process account closures and send letter confirming closure.
- Process customer requests for Bank Cheques, International Cheques & Telegraphic Transfers.
- Load new Term Investments, process repayments and re-investments for Church clients and generate necessary correspondence.
- Order deposit books on system from re-order slips received via mail.
- Peruse Periodic Payment Daily Report and take necessary action on payments for Church clients.
- Have letters going to NAB signed by two Managers.
- Load/amend/cancel Direct Debit Request forms for School Fees & Thanksgiving.
- Load/amend/cancel Periodical Payment Authorities.
- Action new accounts/amendments to signing authorities.
- Changes to CDF/NAB Chequing accounts.
- Changes to Statement accounts.
- Any requests for changes pertaining to any CSG accounts.
- Process applications/changes pertaining to FlexiCards, Merchant Facilities, NAB Personal & Commercial Cards, facility limit and Cardholder limit increases.
- Load CDF Online applications and send confirmatory e-mail with passwords to client.
- Receive P102.SIGNS that have been generated by BDR's.

- Each CSO must deal with enquiries taken over the phone regarding entries on cheque accounts through to its completion (unless they are going to be away and have requested another CSO look after it in their absence).
- Process client requests for “Stop Payment” of cheques and loading on the system.
- Sending out of basic stationery requests e.g Deposit/Withdrawal slips.
- Requests for Cheque/Deposit books.

Position requirements

Key Competencies	<ul style="list-style-type: none"> • Processing Information – Gathering, decoding and processing information efficiently within the given time frame. Collecting information in a structured manner and interpreting and presenting it in a personal way. Recognising possible gaps in the information. • Structuring Work – Adding structure to a multitude of different tasks by making a list of priorities and completing this list efficiently within the given timeframe. • Transferring Expertise – Conveying knowledge, insights and expertise to others in a formal and informal way through sessions set up for that purpose, by sharing knowledge with others, and by giving demonstrations. • Maintaining a Customer-Oriented Attitude at all times – Guiding clients by giving targeted advice in their decision process. Always putting clients first by providing a personal service and by maintaining constructive contacts. • Interacting – Getting to know a person's knowledge and background via targeted questions, by paying attention to what drives him/her and by trying to fully understand the underlying message of his/her communication • Showing Reliability – Acting in a disciplined manner according to personal principles and company expectations, treating people fairly, respecting confidentiality, honouring commitments and avoiding partiality. • Showing Respect – Respecting other ideas, opinions and people. Respecting policies, procedures and the organisational structure. Strictly following up written or verbal instructions.
Education/qualification	<p>Essential</p> <ul style="list-style-type: none"> • Previous experience in a financial institution • Previous transaction banking experience <p>Desirable</p> <ul style="list-style-type: none"> • Relevant graduate business qualifications • Previous experience in a Catholic Church organisation

Key Stakeholders	<p>Internal</p> <ul style="list-style-type: none"> • Relationship Managers • CEO and Executive Team • CDF departments <p>External</p> <ul style="list-style-type: none"> • Transaction banker (NAB) • Investors and borrowers – Parishes, schools, congregations, welfare organisations, hospitals and aged care operators. • Prospective clients • Service providers (Monitor, Ultradata etc.) • Management and staff of Catholic Education Melbourne, Catholic Education Office Sale. Catholic Education Office WA. • Management and staff Archdiocese or Melbourne, Diocese of Bunbury and Diocese of Sale (Owners)
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CDF's employee values

Values – CDF is practically tasked with the provision of capital to Catholic organisations to support their growth and it does so consistent with the mandate above. The manner in which CDF seeks to undertake its work is also guided by scripture. The following scripture have been identified as particularly relevant:

- Care for others – *'I give you a new commandment: love one another; you must love one another just as I have loved you. It is by your love for one another, that everyone will recognise you as my disciples.'* John 13:34-35
- The importance of wealth – *'Do not lay up for yourselves treasures on earth, where moth and rust destroy and where thieves break in and steal, but lay up yourselves treasures in heaven, where neither moth nor rust destroys and where thieves do not break in and steal. For where your treasure is, there your heart will be also.'* Matt 6:19-21
- Sharing wealth – *'And the crowds asked him, "What then shall we do? And he answered them, "Whoever has two tunics is to share with him who has none, and whoever has food is to do likewise."' Luke 3:10-11*
'Jesus looked up and saw the rich putting their gifts into the offering box, and he saw as poor widow put in two small copper coins. And he said "Truly, I tell you, the poor widow has put in more than all of them. For they all contributed out of their abundance, but she out of her poverty put in all she had to live on".' Luke 21:1-4