

Accounts & Payroll Specialist Advert

Location: Christchurch, NZ

Type: Permanent, Full-Time



Are you passionate about numbers, payroll, and building meaningful client relationships? Business Canterbury, a dynamic and member-focused Chamber of Commerce, is seeking an **Accounts & Payroll Specialist** to join our team in central Christchurch.

About Us

As the home and voice of Canterbury business, Business Canterbury's purpose is to be the best business partner, and we do that to make it easier for businesses and their people to thrive.

With over 2,600 members who are at the heart of everything we do, it is an exciting time to be part of Business Canterbury. Over the past 12 months, we have undergone a major transformation resulting in a new membership framework and value proposition, a new digital infrastructure, a new name and brand and a new governance structure.

With our strategy focused on embedding the outcomes of our transformation, growing our audience and growing our engagement – this role is a great opportunity to join an organisation that is helping to shape the future of Canterbury.

We are fiercely focused on impact and our vibrant team thrives on collaboration, innovation, and making a real difference to our members and customers.

About the Role

This is a unique opportunity to combine your financial expertise with account management skills. You will play a critical role in ensuring accurate financial reporting, smooth payroll processes, and proactive member engagement. Your contributions will directly impact the success of our organisation and the satisfaction of our members.

Key Responsibilities

- Build strong relationships with members, ensuring retention and satisfaction.
- Process accounts receivable and payable, ensuring prompt and accurate payments.
- Develop and maintain financial dashboards and reports using Xero and HubSpot.
- Process payroll accurately and ensure compliance with employment laws.
- Collaborate with internal teams to identify and implement automation opportunities.

What You'll Bring

- A bachelor's degree in Finance, Accounting, Business Administration, or a related field.
- At least 2 years of experience in accounting, payroll, and account management.
- Proficiency in financial software, payroll systems, and CRM platforms.
- Strong attention to detail, organisational skills, and a proactive attitude.
- A passion for delivering exceptional service and contributing to team success.

What We Offer

- A collaborative and supportive team environment.

- Professional development opportunities to grow your career.
- The chance to make a tangible impact on the local business community.
- Flexible working arrangements and a vibrant workplace culture.

How to Apply

If you're ready to bring your financial expertise and passion for member engagement to Business Canterbury, we want to hear from you! Submit your application before 16 January 2025 or reach out confidentially to laurah@cecc.org.nz

Position Description: Accounts & Payroll Specialist

Title	Accounts & Payroll Specialist
Reports To	General Manager
Location	57 Kilmore Street, Christchurch
Date Completed	December 2024
Internal Relationships	All staff
External Relationships	Members, Customers, suppliers, Payroll providers
Direct Reports	N/A

Purpose of Accounts & Payroll Specialist Position

Background

The Accounts and Payroll Specialist is responsible for managing the company's billing, payroll administration and processing, membership renewals, and customer retention efforts through account management. This role combines financial and account management skills to ensure accurate invoicing, prompt collections, and effective member relationships and payroll processing skills along with an understanding of employment laws in relation to payroll.

Position Objectives

- To ensure Business Canterbury makes data informed decisions through accurate financial reporting and analysis.
- Strong commercial outcomes through account management for membership renewals and retention
- Maintaining positive member relationships
- Accounts receivable and payable coordination and processing
- Accurate payroll processing and HR support
- Accounting support for the finance manager

The Role will include the Following Areas of Responsibility

- Financial Reporting and Analytics
- Payroll and HR Support
- Account Management
- Accounts receivable and payable
- Financial Support

Key Areas of Responsibility

You are responsible for delivering on the following key accountabilities for this role. Key performance indicators (KPIs) which will be discussed and agreed with you upon commencement. These include:

Financial Reporting and Analysis

- To develop and run regular financial reporting from HubSpot and Xero to provide insights and drive data informed decision making
- To develop financial dashboards from HubSpot and Xero for regular management reporting
- Identify further opportunity for extending automation around financial processes for member onboarding, retention and renewal
- Any other financial support required, such as but not limited to, reforecasting, cash flow forecasting and audit support.

Payroll and HR Support

- Manage and process payroll and all associated records including employee entitlements for annual and sick leave and provide data to Leadership Team for management purposes
- Prepare and process payroll on a regular schedule, ensuring accuracy in employee hours, pay rates, and deductions
- Ensure payroll compliance including timely filing of taxes, wage garnishments, and other deductions
- Maintain payroll records and ensure all data is accurate, complete, and up to date in payroll systems
- Address payroll-related inquiries from employees, such as questions on deductions, time-off balances, or wage calculations.

Account Management

- Be the primary point of contact for assigned key membership accounts
- Build and maintain positive client relationships, proactively communicating with members and customers regarding benefits, changes, or new offerings
- Ensure membership renewal processes are executed by sending renewal reminders, invoices and tracking responses
- Working with the GM of Operations, develop and execute retention strategies to maintain and strengthen relationships with existing members, aiming to increase membership satisfaction and renewal rates.

Accounts Receivable and Payable

- Generate, distribute, and track invoices adhering to company policies and contractual agreements
- Proactively follow up on overdue accounts to secure timely payments
- Reconcile client accounts regularly to identify discrepancies and apply payments accurately
- Reconcile all bank accounts in Xero, ensure direct debits and auto payments are processed and accurately recorded
- Ensure all HubSpot records are kept up to date for members, customers, potential members and suppliers
- Ensure all creditor invoices are approved, processed and paid in a timely manner
- Ensure all supplier statements are reconciled at the start of each month
- Work with clients and internal departments to resolve invoice disputes or discrepancies in a timely and professional manner.

General

- Any other duties that may arise as the position develops
- Promote and actively encourage membership growth through identifying and actioning membership acquisition and retention opportunities
- Actively participate in:
 - Team meetings
 - Annual business planning process
 - Staff engagement surveys

Key Areas of Responsibility

- Professional development
- Identifying and acting on opportunities that support our strategy
- Operate within the agreed Strategy/Operational Business Plan and Budget.

Corporate Responsibility

- Create and maintain information and appropriate Business Canterbury management systems
- Promote a positive and professional image of Business Canterbury at all times
- Represent the Business Canterbury as appropriate
- Engage in appropriate stakeholder liaison
- Understand and implement Business Canterbury values of **Lead the Change and the Charge; Be the Best Business Partner; Fiercely Focussed on what's best for our Customers; Commercially Driven for impact and Authenticity matters.**
- Ensure you understand and adhere to all Business Canterbury Policies including the Health and Safety Policy, which involves actively contributing towards Business Canterbury's commitment to the safety and wellbeing of our fellow staff and our members at all times.

Key Competencies/Knowledge/Skills and Experience

	Required	Desirable
Bachelor's degree in finance, Accounting, Business Administration, or a related field	✓	
Minimum of 2 years' experience in accounting	✓	
Experience in financial reporting and data analysis	✓	
At least 2 years of experience in payroll processing and HR Support	✓	
At least 2 years of experience in account management and retention.	✓	
Experience using technology to increase efficiency through automation		✓
Experience developing financial reporting and dashboards		✓
High level of proficiency in Microsoft products, CRMs, Financial software and Payroll software	✓	