Position Description – Debtors and Rates Officer

Division	Corporate Services
Portfolio	Financial Services
Business Unit	Financial Services
Level	3
Reports To	Financial Controller and Operations Lead
Prescribed Position	No

Position Objective

To administer and maintain Council's Accounts Receivable function by ensuring accurate debtor management, invoicing, receipting, adjustments, journals, direct debit administration, debt recovery, bank reconciliations and financial record management, while operating within Council's prescribed internal controls environment and delivering responsive customer service. The role provides ad-hoc administrative support to the Rates team when capacity permits.

Key Responsibilities

- Administer and maintain Council's Accounts Receivable function, including debtor accounts, invoicing, receipting, adjustments, journals and associated financial records in accordance with established procedures.
- Maintain the integrity of Council's receipting, debtor and bank reconciliations through timely reconciliation, investigation and resolution of discrepancies, maintenance of supporting records and completion of month-end reconciliation activities.
- Maintain accurate debtor records, recurring charges, direct debit information and associated financial data to ensure accurate billing and reporting.
- Manage debtor accounts by monitoring outstanding balances and coordinating recovery activities in accordance with Council policy
- Prepare debtor reporting and support the timely recovery of outstanding revenue.
- Respond to debtor and Rates enquiries, resolve routine issues, provide guidance on invoicing, receipting and payment arrangements, escalating matters outside of delegated authority or that are complex in nature accordingly.
- Compile and provide accounts receivable records, reports and supporting information as requested to assist with audits or reviews.

- When capacity permits, provide agreed ad hoc administrative support to the Rates team, including data integrity checks, records management, routine correspondence and other agreed administrative tasks, noting primary accountability for rating functions remains with the Rates team.

- Work cooperatively, share knowledge, identify routine processing issues, escalate risks or exceptions where required, and comply with Council policies, procedures and legislative responsibilities, including work health and safety, records management and child safe environment requirements.

- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.

- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.

- Responsible for being actively involved in the identification and management of the day to day risks of their activities and projects.

- Take reasonable care for your own and others health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.

- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Customer service skills, with the ability to respond to debtor, ratepayer and internal enquiries accurately, professionally and respectfully.

- Sound numeracy, reconciliation and data entry skills, with attention to detail and accuracy.

- Clear communication and interpersonal skills, with the ability to work cooperatively across Financial Services and other business units.

- Ability to organise daily work, meet routine deadlines, investigate basic discrepancies and escalate issues appropriately.

- Competent use of finance, document management, customer request and Microsoft Office systems, with the ability to follow workflows accurately.

Knowledge

- Sound knowledge of accounts receivable, debtor processing, receipting and bank reconciliation processes.

- Basic understanding of accounting principles, general ledger coding, control accounts and reconciliation practices.

- Understanding of internal controls, delegations, records management and data integrity requirements relevant to finance processing.
- Working knowledge of finance systems, transaction processing and reporting requirements relevant to accounts receivable.
- Awareness of rates, property or local government customer finance processes, or ability to acquire this knowledge for agreed ad-hoc support tasks.

Experience

- Experience in accounts receivable, debtors, receipting, banking or comparable finance processing activities.
- Experience undertaking regular bank reconciliations, investigating routine exceptions and maintenance of supporting records.
- Experience using an ERP or comparable finance system to process accounts receivable transactions, maintain records and prepare routine reports, with TechnologyOne experience desirable.
- Experience responding to routine financial or customer enquiries and applying established procedures in a finance, customer service or administrative environment.
- Experience in rates, property, customer finance or local government administration will be highly regarded.

Qualifications & Requirements

• Certificate IV in Accounting and Bookkeeping, Business Administration, Financial Services or a related discipline, or demonstrated equivalent experience	Desirable