

POSITION DESCRIPTION

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|---------------------------|---------------------------------------|---------------------|--------------------------------|
| Position Title: | Finance Officer (Accounts Receivable) | Directorate: | Community & Corporate Services |
| Position Number: | 100305 | Department: | Finance |
| Employment Status: | Part-Time | Section: | Finance |
| Employment Type: | Permanent | Location: | Chambers |
| Classification: | Schedule A Salary Point 6 | | |
| Reports to: | Senior Revenue Officer | | |

PRIMARY PURPOSE:

Working within a small team environment this position will be responsible for the administrative tasks involved in the issuing of invoices, resolution of customer enquiries and initiation of recovery processes as well as providing expert advice on credit management matters.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Finance Officer (Accounts Receivable)** reports to the Senior Revenue Officer for all operational and management matters.
- The role is a key contributor to the **Revenue** team and will liaise with all employees of Council.

2. External:

- The role will liaise with external stakeholders such as Ratepayers, Residents, Government Departments, Statutory Authorities, Auditors, Contractors, Collection Agencies, Bailiffs, and Solicitors.

OUR VALUES:

We respect each other

We respect the skills, knowledge and diversity of our team mates

Everyone is heard and is valued

We care for the well-being and safety of each other

We check in on each other without being prompted

Listening and being listened to matters

We are trusted

I've got your back and you've got mine

We do what we say we will

We are empowered

Have honest and open conversations

We are trusting and trustworthy

We learn from our mistakes and share what we learn

Together we are better

Robust and thoughtful decision making together

Solving important problems together

We reach out to others and across teams for help

We collaborate more and handball less

Share our skills and knowledge

We deliver

We serve and stand up for our community

We knuckle down and focus on what matters

We are courageous and determined to find a way

We seek opportunities to continually improve outcomes and then we act on them

OUR CULTURE:



We foster and model a culture where:

- We **RESPECT** others and their viewpoints as being as important as our own.
- We trust and are **TRUSTED** by each other.
- We know that by working **TOGETHER** we achieve better outcomes.
- We take personal responsibility, and together we **DELIVER** for our community.

This is **OUR WAY** to achieve results through our people and teams to make Glenorchy a better place every day.

KEY RESPONSIBILITIES:

| RESPONSIBILITIES/TASKS | DUTIES |
|---------------------------------|---|
| Accounts Receivable | <ul style="list-style-type: none">• Generate and send out invoices and monthly statements• Process adjustments to ensure account accuracy• Investigate and resolve billing queries• Perform end of month tasks including reconciliations and month end closing |
| Debt Recovery | <ul style="list-style-type: none">• Develop internal processes and procedures for the recording, reporting and follow up of outstanding debts.• Recovery of outstanding debts on a timely basis as well as providing expert advice to Council departments on credit management related matters.• Issue notices, letters, overdue reminders and involve debt recovery agencies where long overdue debts exist.• Investigate new processes for debt collection including the use of external agencies.• Review existing processes, creating, and documenting workflows that integrate all non-rate and debtor collections procedures.• Ensure overdue debtors are minimised by instigating recovery action where appropriate in a timely manner.• Liaise and coordinate the recovery of debts with the solicitors, bailiff, and collection agencies.• Undertake appropriate follow up and diarising of payment arrangements including telephone contact or issuing of default letters and SMS.• Undertake the monthly reconciliation and reporting of outstanding non-rates debts.• Investigate new payment options for all revenue streams. |
| Dishonoured Payments Processing | <ul style="list-style-type: none">• Assist with the daily monitoring of the bank statement and co-ordinating the processing of all forms of dishonoured payments by ensuring journals are processed throughout Council departments.• Coordinate the processing of dishonoured cheques that occur within other departments of Council and providing advice regarding the reversal of transactions. |
| Bank Statement Processing | <ul style="list-style-type: none">• Assist in processing the bank statement, ensuring that all entries on the bank statement are allocated to correct ledger accounts.• Assist in the download of agency payments (BPAY, BPOINT, APOST) and the import of journals for the payments. |

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| Customer Service | <ul style="list-style-type: none"> • Complete the end of day cash posting sheets for the bank statement. • Promote the positive image of Council as a whole • Ensure that a high standard of customer service is maintained to both internal and external customers • Engage, listen to and act where appropriate on feedback from our customers • Implement, evaluate, and continuously improve quality systems and processes for the section |
| General | <ul style="list-style-type: none"> • Assist in the achievement of agreed outcomes consistent with department business plans and budgets • Perform any other duties as directed |
| Organisational Responsibilities | <ul style="list-style-type: none"> • Support and adhere to Council's policies and procedures, code of conduct and relevant acts • The incumbent is required to commit to use Council's electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment |

This role may require reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

SPECIALIST DELEGATIONS:

- Nil

KEY SELECTION CRITERIA:

1. Minimum of relevant diploma or advanced diploma in business or accounting, or five years' experience in a similar position.
2. Demonstrated experience in billing and debt collection.
3. Excellent communication skills with the ability to relate to people at all levels.
4. Able to meet deadlines under conflicting pressures while meeting customer expectations.
5. Well-developed computer skills in Accounts Receivable and Microsoft Office.
6. Ability to work as part of a team or autonomously with limited supervision.

AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements.

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|----------------------------|--|--------------|--|
| Manager Name: | | | |
| Manager Signature: | | Date: | |
| Director Name: | | | |
| Director Signature: | | Date: | |

I have read and agree to abide by the requirements of this position description.

| | | | |
|----------------------------|--|--------------|--|
| Employee Name: | | | |
| Employee Signature: | | Date: | |