

## POSITION DESCRIPTION

<b><u>POSITION TITLE:</u></b>	<b>Accounts Receivable Officer</b>
<b><u>STATUS:</u></b>	<b>Part Time 0.6 FTE</b>
<b><u>CLASSIFICATION:</u></b>	<b>Band 5</b>
<b><u>BUSINESS UNIT:</u></b>	<b>Finance</b>
<b><u>DATE REVIEWED:</u></b>	<b>October 2018</b>

## ORGANISATIONAL CONTEXT

**Our vision is that the Cardinia Shire will be developed in a planned manner to enable future generations to enjoy and experience the diverse and distinctive characteristics of our Shire**

To undertake this vision successfully we are developing a skilled and professional workforce that embraces our corporate values. The Values help guide us to continue to be a customer-focused organisation that strives to achieve excellence in everything that we do. The Values form the basis of how we behave in the workplace and conduct the business of planning. Our corporate values are:

Teamwork:	We work collaboratively to achieve shared goals
Respect:	We value diversity and appreciate others
Accountability:	We are responsible for our actions and behaviours
Communication:	We communicate openly and share knowledge with others
Customer focus:	We consider the needs of others and make a difference for our community

Council plays an important role in contributing to life in your community by providing many of the services and facilities that residents of all ages access every day. Council provides traditional local government services like local roads, waste management, and planning, building and animal control. But beyond this we provide much more. We work with residents from new born babies, to young people, families and our senior citizens.

### **1. ORGANISATIONAL RELATIONSHIPS**

Reports to:	Senior Accountant
Internal Liaison:	Finance Unit, Property & Revenue Unit and other Council stakeholders as required
External Liaison:	Council's lawyers, State and Federal Government departments, other government agencies, community groups and the general public.

### **2. POSITION OBJECTIVES**

The Accounts Receivable provides a revenue collection service for Council mainly sundry debtors. The Officer will contribute to the organisation's business improvement program by identifying and implementing customer service improvements

## **KEY RESPONSIBILITIES**

### Debt Recovery

- Timely follow up and reporting on accounts receivable activities
- Pursue aged debtors in accordance with the Council's Debt Recovery Policy
- Promote, approve and monitor payment arrangements for sundry debtors
- Maintain information regarding debt collection activity on Council's financial system
- Review and document debt recovery matters with Council's solicitors and authorise instigation of legal action where necessary in accordance with Council Policy
- Prepare correspondence and reports regarding debt recovery matters including payment arrangements and legal action.
- Where possible telephone customers with payment default prior to commencing legal action.
- Complete monthly debt collection process for outstanding Finance debtors.

### Accounts Receivable

- Maintain sundry debtor information including creation of new debtors.
- Produce sundry debtor invoices, credit notes, monthly statements and single statements.
- Allocate receipts and credit notes on a timely basis
- Responsible for monthly sundry debtor reconciliation
- Investigate sundry debtor transactions and reconciliation issues
- Issue reminder and final notices
- Complete month end procedures including trial balance, aged listing and general ledger balancing
- Provide debtor balance analysis and recommend write-offs
- Train other staff to provide relief for the Accounts Receivable role
- Produce and update accounts receivable policies and procedures
- Ensure that accuracy, confidentiality and security of data is maintained at all times
- Keep a complete audit trail of all transactions and activities.

### General Administration

- Provide customer assistance including accounts receivable advice and problem solving.
- Other tasks where required

## **3. POLICY AND PROCEDURE COMPLIANCE**

- Adhere to HR, OH&S/Risk Management and Business Conduct policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents
- Ensure compliance with Council financial and procurement policies and procedures in ensuring an adequate standard of internal control over finances is maintained.

## **4. ACCOUNTABILITY AND EXTENT OF AUTHORITY**

The Officer must:

- Be accountable for own decisions and actions

- Freedom to act set by clear objectives and frequent consultation with –Senior accountant
- Make sound rational and ethical decisions
- Exercise discretion in the application of established procedures.
- Provide generalist advice to staff and managers in the areas of debt recovery and accounts receivable
- Assist with the preparation and maintenance of own work plan to achieve organisational objectives.
- Ensure quality, accuracy and timeliness of debt recovery and accounts receivable processes.
- Demonstrate personal and professional integrity at all times consistent with Cardinia’s values.
- Contribute to activities that assist in identifying and managing risk.
- Decisions may be reviewed by more senior employees
- Provide sufficient notice on working availability changes through mutual agreement
- Provide support to –Senior Accountant and Finance team as required

## **5. JUDGMENT AND DECISION MAKING**

- Guidance and advice is usually available when required and in time to make a decision
- The objectives of the work are clearly defined with procedures understood and the duties are carried out under general supervision.
- Independent decisions should be made in regard to work priorities and action to be taken. Initiative and creativity is expected.
- Problem solving using guidelines and previous experience.
- Problems encountered may not have been encountered previously; the officer is required to use some creativity.
- The role requires the Officer to maintain a high degree of confidentiality

## **6. SPECIALIST KNOWLEDGE AND SKILLS**

The position requires:

- Strong understanding of debt recovery and accounts receivable processes, practices and policies.
- Demonstrated analytical skills and ability to provide optional solutions to problems and requests
- Ability to complete required tasks using council’s financial system-TechnologyOne
- Position requires proficiency in the application of administrative procedures and practices.
- Ability to write or prepare reports and external correspondence
- Intermediate skills in Microsoft Office products. Some previous experience in HPRM, TechnologyOne, and Open Office would be advantageous. An understanding is required of the function of the position within its organisational context, including relevant policies and procedures.
- Contribute to activities that apply good practice and focus on continuous improvement.
- Willingness to learn and take on new challenges.

## **7. MANAGEMENT SKILLS**

The Officer must possess:

- Strong time management skills with the ability to plan own workload and set priorities.
- Contribute to activities that support a collaborative, supportive and innovative culture.

- Demonstrate self-awareness and commitment to personal development.
- Contribute and continually develop own capabilities to meet performance expectations and seek additional expertise when required.
- Contribute to activities that translate theory into practice to deliver value to Cardinia.
- Contribute to processes to support change when required

## 8. INTERPERSONAL SKILLS

The Officer must possess:

- Ability to gain assistance and cooperation from others – both internally and externally to the organisation.
- Communicate clearly and confidently
- Contribute to innovative practices that support a positive culture.
- Contribute to activities that assist employees to understand the impact of their behaviour on Cardinia’s culture

## 9. QUALIFICATION

- Post-secondary qualifications in Finance/Accounting / Business or related field
- Previous experience in Accounts Receivable and accounting functions.
- Experience in the use of TechnologyOne or similar accounting software is desirable.

## 10. KEY SELECTION CRITERIA

- Post-Secondary qualifications in Finance/Accounting/ Business or related field
- Previous experience in accounts receivable, debt recovery and accounting functions, including transaction and ledger reconciliations
- Ability to prioritise, manage and complete multiple tasks within tight time frames.
- Strong learning skills and ability to adapt to an evolving environment.
- Ability to use computer-based information systems and applications including Microsoft Office (especially Excel), HPRM and TechnologyOne or similar accounting system.

## CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2017 and Cardinia’s policies and procedures.

<b>Tenure:</b>	This is a permanent part time position
<b>Probation period:</b>	All Council appointments are subject to a minimum period of employment (“probationary period”) of six months.
<b>Medical examination:</b>	All appointments are required to undertake a satisfactory pre-employment medical examination
<b>Police Record check:</b>	All appointments are subject to a satisfactory National Police Record Check.
<b>Working with Children check:</b>	All appointments need to have a valid WWCC