

Position:	Accounts Receivable / Revenue Officer
Agreement:	Surf Coast Shire Council Enterprise Agreement 2022 – 2025
Award Classification:	Band 4
Division:	Strategy and Effectiveness
Unit:	Finance - Revenue
Date Reviewed:	July 2024
Approved By:	General Manager Strategy and Effectiveness
Current Incumbent:	Vacant

Surf Coast Shire Council Acknowledges the Wadawurrung People, and the Gulidjan and Gadubanud Peoples of the Eastern Maar nation as the Traditional Owners of the land we now call Surf Coast Shire. We pay our respects to their Elders past and present, and all other Aboriginal and Torres Strait Islander People who are part of our Surf Coast Shire community.

Our purpose, direction and approach were developed collaboratively by our people for our people.

As an employee of the Surf Coast Shire Council you are committing to work towards our purpose within our team by following our direction and living our approach.

Purpose, Direction and Approach

Council is committed to helping our community and environment to thrive. In order to do this we understand that we will be an innovative and flexible leader that values the strengths of others enabling our workplace to be a place where people can do their best and be proud of their achievements.

Our Approach guides us in the way that we work:

We Do What We Say

We set clear expectations
We are accountable for our actions
We get things done

We See Opportunity

We look for better ways
We are open minded
We learn from our experiences

We Work Together

We value strengths and differences
We seek to work with others
We help people to succeed

We Make a Difference

We proudly represent Surf Coast Shire Council
We act with the future in mind
We go the extra mile

POSITION OBJECTIVES

- To actively participate as a supportive member of the Finance Department in order to provide a quality debtor management service in accordance with legislative requirements and Council policy.
- To assist the Revenue Coordinator to deliver the efficient performance of revenue/property services in accordance with legislative requirements and Council policy.
- To provide a backup relief role for the Revenue Officer during periods of Annual Leave and Sick Leave.

OUR APPROACH

We do what we say We work together We see opportunity We make a difference

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ORGANISATIONAL RELATIONSHIPS

- Reports to: Coordinator Revenue
- Supervises: NA
- Internal Relationships: All employees and Councillors
- External Relationships: Collection agencies, statutory authorities, government departments, ratepayers and general public

KEY RESPONSIBILITIES	MEASURABLE OUTCOMES
<p>Debtors</p> <ul style="list-style-type: none"> • Process and issue debtor invoices, special charge schemes and statements. • Reconcile debtor and special charge scheme subsidiary ledgers to general ledger. • Update debtors and special charge scheme Aged Trial Balances and prepare status reports. • Monitor debtors and special charge scheme ledgers to ensure adequate credit control and collection of outstanding debts. • Credit check customers to open up accounts. • Process new and existing debtor accounts via Names & Address Register. • Process Direct Debit payments via banking software. <p>Back Officer Receipting</p> <ul style="list-style-type: none"> • Process back office receipts from banking statement. • Reconcile processed back office receipts to bank statement. • Liaise with department Managers/Coordinators to confirm receipt details. <p>Name and Address Registry (NAR)</p> <ul style="list-style-type: none"> • Maintain and update record changes to the Names & Address Registry. <p>General Responsibilities</p> <ul style="list-style-type: none"> • Assist the Revenue Coordinator with other tasks when directed. 	<ul style="list-style-type: none"> • <i>Process and complete accurate debtor invoices on a monthly basis and when required for special charge scheme.</i> • <i>Provide accurate reconciliations and produce reports detailing variances while ensuring the integrity of the Council's elected software.</i> • <i>Calculate and maintain aged trial balance and complete accurate financial statements and reports.</i> • <i>Liaise with debtors and ratepayers for debt recovery and Debt Collection Agency ensuring accurate information is submitted within timeframes set by the Finance Department.</i> • <i>In the process of collection of debts, costs are kept to a minimum.</i> • <i>Liaise with Managers/Coordinators to receive instruction in accordance with debt collection processes.</i> • <i>Complete credit checks of debtors when required and maintain appropriate records.</i> • <i>Complete CRM tasks and enquiries in a timely and professional manner.</i> • <i>Provide support as directed for general administration and data input.</i> • <i>Direct debit payments processed within set timeframes and scope requirements for both debtors and special charge schemes.</i> <ul style="list-style-type: none"> • <i>Prepare, process and reconcile all bank office receipting ensuring accurate allocations within timeframes as set by the Finance Department.</i> <ul style="list-style-type: none"> • <i>Complete and maintain with accuracy Name and Address changes within 5 working days and ensure all information is recorded.</i> <ul style="list-style-type: none"> • <i>Complete tasks and enquiries in a timely and professional manner, including the timely completion of CRM tasks.</i>

Position description

Risk Management and Workplace Health & Safety

- Observe safe work processes in accordance with training and instruction given and report any risks to immediate supervisor. Risks arising in the workplace may be financial, safety, site, task or person-specific.
- Participate in the consultative processes provided by the organisation.

Fraud and Corruption

- Ensure Council's Fraud & Corruption policy, program and the application of sound fraud & corruption management practices within the workplace and community are observed and complied with at all times.
- Maintain awareness and keep updated with relevant training around fraud and corruption to ensure all staff meet the obligations of their role and fulfil their responsibilities in relation to fraud and corruption.
- Participate in Fraud & Corruption training provided by the organisation.

Record Keeping

- Understanding records management obligations and responsibilities.
- Making and keeping accurate and complete records of business activities and decision making.
- Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters.

- *Risk, hazards and incidents are reported in a timely manner using the correct channels of communication.*
- *Ensure that work practices are conducted in line with Council's WHS and Risk management policies, practices and relevant legislation.*

- *Potential breaches and incidents are reported in a timely manner using the correct channels of communication.*
- *Work practices are conducted in line with Council's Fraud & Corruption policy.*

- *Ensuring the quality and accuracy of the data used or entered on Council databases and systems.*

Position description

ACCOUNTABILITY & EXTENT OF AUTHORITY

- Responsible for the accuracy of the Debtors ledger, Scheme Debtors ledger and associated General ledgers.
- Make a positive contribution to the operation and success of the Revenue Team and the Finance Unit as a whole.
- Operate according to the policies and procedures of the Council, the business and marketing strategies of the unit, the budget of the Revenue function and any relevant legislation.
- Adhere to Council's internal audit procedures.

JUDGEMENT AND DECISION MAKING

- The nature of the work is well defined in its processes, methods and procedures. The incumbent may be required however to recommend process improvements and/or develop new techniques that match the objectives of the unit and organisation.
- Guidance will always be available from the Coordinator Revenue or Finance Manager.

SPECIALIST SKILLS AND KNOWLEDGE

- Knowledge of debt collection and processes, as well as practical experience in debt recovery.
- Superior level of telephone and customer service skills.
- Proficient in the use of computers, especially the Authority software and MS Office software.
- Knowledge of OH&S policy, procedures and guidelines.

MANAGEMENT SKILLS

- Efficient and effective planning and use of own time in setting of priorities to achieve specific and set objectives with the resources available and within set timeframes.
- Sound organisational skills that will contribute to overall business and customer focus.
- Ability to initiate, implement and respond positively to change.

INTERPERSONAL SKILLS

- Well-developed oral and written communication skills.
- Be courteous at all times and where appropriate be assertive.
- Establish rapport with customers, including all levels of Council staff and members of the public.
- Ability to maintain confidentiality.
- Flexibility and the willingness to display teamwork.

EQUAL OPPORTUNITY STATEMENT

Surf Coast Shire Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.

CHILD SAFE STANDARDS

Surf Coast Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Surf Coast Shire Council's policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs.

All positions within Council are required to have a current Working with Children Check (WWCC) as stated in Council policy. All prospective employees cannot commence work with Council until they have a valid WWCC.

All prospective employees will be required to undertake a national and/or international criminal history check before commencing employment with Council. This check will be conducted and paid for by Council.

OUR APPROACH

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Position description

KEY SELECTION CRITERIA

MANDATORY QUALIFICATIONS AND EXPERIENCE

- Experience in administration and general office procedures.
- Understanding of basic accounting concepts.
- Experience in reconciliation of accounts.
- Proficiency in Microsoft Excel.

OTHER MANDATORY REQUIREMENTS

- You have the Right to live and work in Australia.
- A current WWCC.
- Police Check results that are suitable for this position (will be arranged by Surf Coast Shire Council).
A complete international criminal history check is required if the person has worked or lived overseas for any period of time OR a complete national criminal history check is required if the person has only ever worked in Australia.

DESIRABLE QUALIFICATIONS AND EXPERIENCE

- Experience in Local Government.
- Previous experience in a similar role.

To apply for this role please use the links on the 'Employment Opportunities' page of our website. To be considered for this opportunity candidates must address the Key Selection Criteria and follow the instructions listed in the Employment Application Guide.