



# SORELL COUNCIL

## POSITION DESCRIPTION

|                        |                                |
|------------------------|--------------------------------|
| <b>Position Title</b>  | <b>Finance Support Officer</b> |
| <b>Workgroup</b>       | Finance                        |
| <b>Reports to</b>      | Financial Accountant           |
| <b>Classification</b>  | Level 4                        |
| <b>Employee Status</b> | Part Time (0.6FTE)             |
| <b>Location</b>        | CAC                            |

### Primary Position Purpose

Providing support to the Finance team, including the Manager Finance, Financial Accountant and Senior Rates Officer, the **Finance Support Officer** is responsible for assisting with Council's accounts receivable function, annual rating and revenue process, insurance and light fleet administration and other finance functions as required.

## Skill Based Classification Descriptors

The position is classified as a Level 4, the following skill descriptors apply to this level.

|                                          |                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Authority &amp; Accountability</b>    | Work performed is within general guidelines. May supervise work or provide on-the-job training, based on their skills and/or experience, to employees of the same or lower levels. Responsible for leading employees in operational duties or the application of trades, administrative or technical skills.                                                                                                    |
| <b>Judgment &amp; Problem Solving</b>    | The nature of the work is clearly defined with procedures well understood. Tasks performed may involve selection from a range of existing techniques, systems, equipment, methods or processes. Guidance is available from more senior staff.                                                                                                                                                                   |
| <b>Specialist Skills &amp; Knowledge</b> | Requires demonstrated competence in a number of key skill areas related to major elements of the job. Proficiency in the application of standardised procedures and practices. May also include the operation of tools, plant, machinery and/or equipment, in accordance with the requirements of the position. Performance of trades and non-trade tasks incidental to the work.                               |
| <b>Management Skills</b>                 | Provide employees with on-the-job training, guidance and basic knowledge of workplace policies and procedures. Employees may lead small groups of employees at the 'work face'.                                                                                                                                                                                                                                 |
| <b>Interpersonal Skills</b>              | Employees at this level require effective communication skills to enable them to communicate with clients, other employees and members of the public and in the resolution of routine and usual matters.                                                                                                                                                                                                        |
| <b>Qualifications &amp; Experience</b>   | Qualifications or relevant experience in accordance with the requirements of work in this level which may be acquired through: <ul style="list-style-type: none"><li>a) a trade certificate or equivalent;</li><li>b) completion of accredited/industry-based training courses equivalent to a Certificate IV (non-trade); and/or</li><li>c) knowledge and skills gained through on-the-job training.</li></ul> |

## Key Responsibilities

- **Customer Ledger Management** - Maintain the integrity of the accounts receivable ledger by managing customer accounts and ledgers, including accurately handling customer administration, timely and accurate raising of sundry accounts receivable invoices and completing monthly reconciliation of the General Ledger (GL) to the customer sub ledger.
- **Sundry Accounts Receivable Management** – Lead the administration of the sundry accounts receivable function, monitoring and reporting on sundry debtor recovery on a monthly basis, monitoring payment arrangements and maintaining appropriate debtor follow up procedures, including lodgement with debt collection agencies. Complete sundry accounts receivable debt collection recommendations for management consideration.
- **Light Vehicle Fleet Management** – Lead the administration of Council's light vehicle fleet (in conjunction with the Works Depot for their vehicles), ensuring Council's light vehicle fleet are administered in accordance with policy guidelines. Attending to the day-to-day light vehicle fleet management, including pool car servicing; motor vehicle insurance administration; administering FBT reporting requirements; fuel card processing and completing the procurement and disposal recommendations for management approval. Supporting the policy review process.
- **Insurance Administration** – Provide advanced administrative support in managing Council's insurance portfolio, including completing annual insurance renewal process administration and non-workers compensation claims administration. Coordinate with Development Officer Risk and Strategy to ensure timely and accurate insurance management.
- **Administrative Assistance and Record Keeping:** Provide general administrative support as required and maintain an accurate and up-to-date suite of internal procedure documents.
- **Customer Service:** Comprehensive and efficient customer service to internal and external customers.
- **Continuous Improvement Focus:** Proactively review, research and test processes and systems for greater efficiencies and continuous improvements. Complete business cases and make continuous improvement recommendations for management consideration.
- **Provide support to Rates and Accounts Payable:** Provide support in implementing Council's annual rating & revenue policies and accounts payable functions, including but not limited to, purchase order processing, vendor ledger support, credit card administration, ensuring compliance with the Local Government Act 1993 and audit requirements.
- **Provision of back-up Payroll support:** Providing leave coverage for fortnightly payroll processing and other assistance as required.

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

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| <b>Position Dimensions</b> |
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| <b>Key relationships and influences</b> |  |
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| Who                                    | Why                                                                                                                                                                                                                                            |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Internal</b>                        |                                                                                                                                                                                                                                                |
| Customer Services                      | Work in partnership with Customer Service to ensure delivery of effective customer service.                                                                                                                                                    |
| All Departments                        | Liaise with all departments in relation to finance and rate queries and enquiries.                                                                                                                                                             |
| Community Services                     | Work in partnership with Community Services to ensure all external debtor groups are accurately and efficiently invoiced for Council's services.                                                                                               |
| <b>External</b>                        |                                                                                                                                                                                                                                                |
| People who live, work, or visit Sorell | This position delivers services that directly benefit our customers via Council's various customer contact channels.                                                                                                                           |
| Elected Council Members                | This position provides support to Councillors who directly serve the people of Sorell.                                                                                                                                                         |
| Insurance Broker and Providers         | This position requires direct liaison with Council's insurance broker and relevant insurance companies.                                                                                                                                        |
| External regulatory authorities        | This position provides information and professional advice to external bodies and works with them to ensure Sorell Council has a valid compliant database and policies (e.g. Auditors, Office of the Valuer General, debt collection agencies) |
| Customers/Suppliers                    | This position provides information and professional advice to external stakeholders                                                                                                                                                            |

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| <b>Resources and Budgets</b> |  |  |  |
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|-------------------------|-----|---------------------------------------------|-----|
| <b>Direct Reports</b>   | NIL | <b>Financial Delegation &amp; Reporting</b> | NIL |
| <b>Indirect Reports</b> | NIL | <b>Statutory Appointments</b>               | NIL |
| <b>Total</b>            | NIL | <b>Delegations</b>                          | NIL |

## Position Capabilities

Mandatory capabilities are essential at commencement in a position.

| MANDATORY                                                                                                                                                                                                                                                |                                                                                                |                                                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| KEY RESPONSIBILITIES                                                                                                                                                                                                                                     | CAPABILITIES                                                                                   | PERFORMANCE MEASURE                                                                                                                   |
| Assisting in the management of Council's sundry debtors                                                                                                                                                                                                  | Experience in debt collection                                                                  | Invoices are raised in a timely and accurate manner. Regular and consistent monitoring of sundry and rates debt.                      |
| Supporting the management of Council's light vehicle fleet                                                                                                                                                                                               | Experience in fleet management                                                                 | Fleet is managed in accordance with Council's policies and procedures                                                                 |
| Assisting in the management of Council's Insurance portfolio                                                                                                                                                                                             | Experience in insurance policy administration and claims processing                            | Council's insurance policies and schedules are up to date and non-workers compensation claims are managed efficiently and effectively |
| Assist in the implementation of Council's rating and revenue policies                                                                                                                                                                                    | Demonstrated understanding of Council rating structures in line with Local Government Act 1993 | Annual rates are raised accurately and efficiently<br>Rating deadlines are met                                                        |
| Ensuring Council rating and associated tasks are in line with Local Government Act 1993                                                                                                                                                                  | Sound knowledge of the relevant sections of the Local Government Act 1993                      | No breaches of the Local Government Act 1993                                                                                          |
| Assist in administering Council's rates debt collection, including execution of the direct debit files, monitoring rate payment arrangements and maintaining appropriate debtor follow-up procedures, including lodgement with debt collection agencies. | Sound organisational and time management skills.<br><br>Strong customer service skills.        | Increased number of direct debit and payment arrangements.<br><br>Regular and consistent monitoring of rates debt.                    |

| FUNCTIONAL                                                                 |                                                            |                                            |
|----------------------------------------------------------------------------|------------------------------------------------------------|--------------------------------------------|
| KEY RESPONSIBILITIES                                                       | CAPABILITIES                                               | PERFORMANCE                                |
| Ensure an accurate, up to date property, rates, & revenue database is kept | High level data entry skills and sound attention to detail | Rating database is up to date and accurate |

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| High degree of IT literacy | High level of proficiency in the use of Microsoft suite of programs, (including Excel spreadsheets) | Demonstrated sound IT skills to support business practice. |
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### Organisational Accountabilities

Be familiar with and follow the **Council's Code of Conduct**. A copy of this is provided with your appointment letter or can be accessed on Council's Intranet.

Be familiar with and undertake all work in accordance with relevant policy and legislation, including:

- Council's Values
- Workplace Health and Safety (WHS) Legislation
- Anti-Discrimination Legislation
- Sorell Council Enterprise Agreements
- Document Management - The incumbent is required to use the TARDIS system to retain records and documents relating to Council business as part of their employment.
- Customer Service Charter - The incumbent is required to commit Council's Customer Service Charter and to consistently deliver all services with a focus on excellent customer service.
- Customer Relationship Management (CRM) systems
- Comply with all Health and Safety legislation.

### Workplace Health & Safety

Ensure Health and Safety information is provided to the broader community as required. While at work, a worker must:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people.
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act.
- Cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.
- Avoid, eliminate or minimize hazards within your control, and immediately report.
- Attend and actively participate in training programs provided in the interests of Health and Safety.
- Ensure accidents and near misses are reported as soon as reasonably practicable; and
- Ensure assessment and control of risk is managed in accordance with Council's Risk Management Framework.
- Complete Council's induction requirements

## Record Management

Sorell Council uses a record management system, TARDIS (Total Administrative Record and Document Information System). All Council documents and records are a State legislated record controlled by the Tasmanian Archive & Heritage Office and are therefore required to be retained either on a temporary or permanent basis. All employees of Council are required to use the TARDIS system to retain records and documents relating to Council business as part of their employment.

### Key Selection Criteria

#### Essential:

- Experience in accounts receivable functions – including but not limited to, preparing and raising invoices and performing, monitoring and reporting on debtor recovery, in accordance with policy guidelines and statutory/legislative requirements.
- Ability to effectively communicate with ratepayers, other employees and members of the public and to resolve matters and provide comprehensive and efficient customer service.
- Proven ability to work collaboratively in a team environment and contribute towards team outcomes.
- Ability to ensure data integrity through demonstrated high level attention to detail and accurate data input, reviewing and reconciliation.
- Ability to ensure all key timeframes are met through demonstrated organisational and time management skills.
- Demonstrated competency in use of electronic finance systems – including but not limited to, the ability to analyse and interpret data using the Microsoft suite of programs (including Excel) and preparing and processing invoices and journals in an electronic environment.

### Authorisation

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

Manager name

Manager signature

Date

Employee name

Employee signature

Date

GM Name

GM Signature

Date