

POSITION DESCRIPTION

1. POSITION DETAILS

Position Title: Debt Recovery Officer

Division: City Planning, Development and Transport

Unit: Health and Building

Management Level: Worker

2. ORGANISATIONAL RELATIONSHIPS

Position Title of Supervisor:

Business and Administration Manager

Titles of Positions which report to position:

None

Contractors for which this position is responsible:

None

3. PRIMARY PURPOSE OF POSITION

The primary purpose of the position is to assist Business and Administration with the operation of an efficient and effective system for the recovery of all outstanding fees and debts due to Health and Building. The debt recovery officer is responsible for the administration and implementation of the debt recovery process.

4. POSITION OBJECTIVES

The major objectives to be achieved by the incumbent are;

- To maintain Council's record of outstanding debts.
- To liaise with internal and external debtors to collect monies owed to Health and Building.
- To investigate and correct customer contact details.
- To always strive to improve internal processes and create efficiencies
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour

and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.

5. POSITION ACCOUNTABILITIES

- Ensuring invoices, adjustments, refunds or write offs are processed in accordance with Council's policies and procedures.
- Action and follow up on outstanding debt through monitoring daily reports and ensuring that performance measurement targets are met.
- Ensuring copies of all invoices and their associated documentation are stored and filed correctly.
- Action debt recovery and legal proceedings in accordance with Council's policies and procedures.
- Regularly audit and analyse data to ensure the integrity of records and highlight any inconsistencies.
- Action all returned invoices accurately and timely according to internal procedures.
- Negotiating payment plans and monitoring payment arrangements for outstanding fees and charges.
- Maintain an understanding of GST legislation and ensure GST is accounted for correctly.
- Learn and maintain an understanding of Local Government legislation, in particular the setting, levying and collection of fees and charges.
- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position.
- Liaise with debtors and stakeholders in a professional and courteous manner on all matters relating to their accounts.
- Liaise with all officers involved in the raising of invoices or fees.
- Researching, tracking and resolving or properly referring documentation problems and discrepancies.
- Address customer enquiries promptly and effectively and utilise sound judgement to bring any potentially contentious issues to the attention of the Business and Administration manager.
- Carry out debtor account reconciliations.

- Contribute and assist with the continued development and application of procedures to control and improve the Health and Building debt recovery functions.
- Project work within the unit as required.
- Provide management with monthly reports on outstanding debt, tasks, projects and progress.
- Maintain and review procedure manuals for the area of responsibility
- Assist and maintain accuracy with data entry and other similar functions as required within the unit.
- Such duties as directed by Manager Health and Building or Business and Administration manager.
- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position.

6. WORK, HEALTH & SAFETY RESPONSIBILITIES

Workers have an active role to play in the Safety Management System (SMS). Workers have the following responsibility, authority and accountability:

- Working safely so as not to put yourself or others at risk
- Stopping work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented
- Cooperating and complying with safe work method statements, policies and procedures and participating in their development
- Reporting all accident, incidents and hazards to your supervisor immediately and participating in accident/incident investigation and risk management activities
- Attending WHS training
- Complying with the requirements of the City's Return to Work program

A full list of WHS responsibilities and accountabilities are available within the City's SMS document; Responsibility, Authority and Accountability (RAA) Matrix

7. AUTHORITY TO ACT

- The incumbent has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are

consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.

- All personnel have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed / implemented. Such circumstances may include life threatening situations or those that could result in loss of limb or other significant lost time injury.



8. SELECTION CRITERIA

Essential Criteria

- Qualifications in Business, Accounting or equivalent
- Experience in debt recovery processes and understanding the legal processes relating to debt recovery.
- Experience in debtor skip tracing
- Experience with extracting and filtering large volumes of data
- Proven accuracy in data entry
- Understanding of GST legislation as it affects fees and charges
- High degree of initiative and problem solving skills
- Highly developed teamwork and customer service skills
- Experience in working collaboratively as part of a team to achieve agreed outcomes.
- Highly developed verbal and written communication skills, including the ability to build and maintain effective working relationships at all levels.
- Experience in the use of Microsoft products, especially Excel and Word.
- Demonstrate a commitment to Equal Employment Opportunity, Work, Health and Safety and Cultural Diversity principles.

Desirable Criteria

- Significant experience in the application and use of Pathway, Business Objects and Trim.
- Experience in the use of Finance One software.
- An understanding of Local Government and its relationship with its customers, including Councils functions and services.