

POSITION DESCRIPTION



1. POSITION DETAILS

Position Title: Accounts Receivable Officer
Division: Chief Finance Officer
Unit: Rates
Management Level: Worker

2. ORGANISATIONAL RELATIONSHIPS

Position Title of Supervisor:

Accounts Receivable Manager

Titles of Positions which report to this position:

Nil

Contractors for which this position is responsible:

Nil

3. PRIMARY PURPOSE OF POSITION

To support the delivery of value services to the City, by performing highly effective administration of debt collection and other Business Unit related tasks and duties as required.

Perform all the functions associated with the position efficiently while maintaining appropriate customer and community focus by providing excellent customer service

4. POSITION OBJECTIVES

The major objectives to be achieved by the Accounts Receivable Officer are;

- Undertaking debt management procedures and assist in ensuring recovery proceedings are executed for the collection of amounts due and payable to the City of Sydney.
- Ability to record and maintain accurate information within all of Council's operating systems and in accordance with organisational procedures and protocols.
- Ensuring ratepayer satisfaction through exceptional Customer Service and communicating with other Council Units in the exercise of their duties.
- Perform other duties within the Business Unit as required.
- 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

- Monitor rates income due and follow up collection of outstanding rates and charges.
- Assist to prepare periodic reports of outstanding Rates and Accounts Receivables income.
- Complete additional work related duties as directed by the Supervisor/ Manager(s).
- Demonstrate analytical, methodical and organised approach to work.
- Liaise externally with ratepayers, businesses and the City's debt recovery agent in relation to rate enquiries and debt recovery processes.
- Listen to customers and understand that customer experiences are multi-faceted and that consideration is given to a customer's view point and sensitivities surrounding particular decisions and interactions.
- Demonstrate positive written and verbal communication, including active listening skills, both within and outside the team environment.
- Complete additional Business Unit related duties as required.
- Seek feedback and discuss from your supervisor on how you can be more effective in your role and improve your professional skills
- 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 Accounts Receivable Officer works within the parameters on a day to day basis as set out by the Accounts Receivable Manager. The position holder is able to determine work priorities and resolve routine problems but is to consult with the supervisor on more difficult issues.
- The position holder is required to provide input into the development of procedures to control and improve the City's revenue operations.
- The position holder is to consult with the supervisor regarding issues and problems that are not routine for advice and direction
- 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

- Accounts Receivable and debt collection experience.
- Proven ability to produce work of a high standard including, accuracy and attention to detail.
- Good interpersonal and communication skills.
- Demonstrated reasoning and problem solving skills in the resolution of enquiries and work related issues.
- Ability to work independently and as part of a team, and build effectiveness both within and across teams.
- Demonstrated commitment to a customer service culture and delivery of quality service.
- High level of computer literacy, including proficiency with Microsoft Office suite of applications and financial systems and software.
- Demonstrate a commitment to Equal Employment Opportunity, Work, Health and Safety and Cultural Diversity principles.

Desirable Criteria

- Experience in Local government rating and the relevant processes
- Understanding of corporate law legislation and debt recovery procedures