



VACANCY
FINANCE & CUSTOMER
SERVICE OFFICER
INFORMATION PACKAGE



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POSITION DESCRIPTION

FINANCE & CUSTOMER SERVICE OFFICER

The Shire of Quairading is committed to providing culturally responsive services and strongly encourages employment applications from Aboriginal and Torres Strait Islander people.

Location	Shire Administration Office
Department	Corporate Services
Salary	<i>Local Government Industry Award 2020</i>
Reports to	Accountant/Senior Finance Officer
Supervision of	Nil
Revision	8
Date	8 th August 2023

1. Organisational Relationships

1.1 Responsible to:

Chief Executive Officer, Executive Manager Corporate Services, Council.
Operationally this position reports to the Accountant/Senior Finance Officer.

1.2 Supervision of:

Nil

1.3 Internal & External Liaison: -

Internal

- Shire President
- Councillors
- Chief Executive Officer
- Executive Management Team
- Employees

External

- Residents, ratepayers and the general public
- Community groups
- Culturally diverse people
- Government, non-government and private organisations
- Contractors
- Product and service suppliers

2. Extent of Authority

This position operates under the direction of the Accountant/Senior Finance Officer in accordance with:

- 2.1 Established organisational systems, guidelines, policies and procedures, including those formally endorsed by Council.
- 2.2 *Local Government Act 1995, Workplace Health & Safety Act 2020, Local Government (Financial Management) Regulations 1996, National Employment Standards, Equal Opportunity Act 1984* and other workplace legislation.
- 2.3 Specific workplace law related to bullying behaviour in the workplace, equal opportunity and occupational health & safety.
- 2.4 Strategic Community Plan.
- 2.5 Corporate Business Plan.
- 2.6 Reconciliation Action Plan.
- 2.7 Disability Access Inclusion Plan.
- 2.8 Code of Conduct.
- 2.9 Customer Charter.
- 2.10 Delegated authority as prescribed in the Delegations Register.

3. Purpose of Position

3.1 This position aligns with the following strategic initiatives within the Strategic Community Plan, as follows:

- SP5.1 Shire communication is consistent, engaging and responsive
- SP5.2 Forward planning and implementation of plans to determine Strategic Plan and service levels.
- SP5.3 Provide informed and transparent decision making that, meets our legal obligations and the needs of our diverse community.
- SP5.4 Implement systems and processes that meet legislative and audit obligations

POSITION DESCRIPTION

3.2 The primary intents of this position are:

- 3.2.1 **Objectives of position:** To provide Clerical and Accounting support to the Corporate Services Department of Council's staff by ensuring clerical, accounting and administrative tasks are carried out efficiently, accurately and in a timely manner
- 3.2.2 **Within section:** To ensure a high level of Customer Service is courteously provided to the public attending the Council front office and attending to public enquiries by telephone or email
- 3.2.3 **Within organisation:** To ensure a professional and courteous service to other Officers, Councillors and the Public

4. Roles & Responsibilities

Finance

- Accounts Receivable – prepare and issue invoices, process deposits, manage debtors.
- Debt Collection – regularly review outstanding debtors and perform collection and reporting functions.
- Accounts Payable – process and manage purchase orders, invoice processing, create and maintain supplier lists, maintain a subsidiary ledger and prepare EFT transfers.
- Reconcile debtors and creditors ledgers on a monthly basis for review.
- Daily balancing of the till and preparation of banking and licencing report.
- Responsible for managing the finance (Accounts) email mailbox.
- Manage petty cash system (balancing and reporting for review by SFO).
- Maintain the records relating to bonds and trusts, ensuring charges and refunds are processed accordingly.
- Assist with the reconciliation of Shire bank accounts, including daily receipting of bank credits.
- Assist with the reconciliation of corporate credit card expenses, ensuring the collection of all receipts.
- Ensure that all financial and related policies and procedures are complied with.
- Preparation for review by the EMCS of the monthly list of accounts.

Customer Service

- Attend to customer enquiries at office counter, telephone or email.
- Process the receipting of monies from customer service transactions over the counter and via mail.
- Assist with the maintenance of the computer systems, processes and service levels to ensure that systems and policy are effective and current.
- Administer all matters relating to Department of Transport (DOT) Licensing.
- Maintain booking registers for the use of the Council's facilities such as the Hall, Community Bus, Caravan Park, Swimming Pool and Sportsground.
- Participate in continuous improvement and proactively work to improve the customer service function.
- Provide backup and clerical support for executive functions
- Ensure that all financial and related policies and procedures are complied with.
- Other duties as directed by the Chief Executive Officer, Executive Manager Corporate Services or Accountant/Senior Finance Officer.

5. Selection Criteria

Qualification	Essential	Desirable
Year 12	✓	
Drivers Licence “C” Class - Unrestricted	✓	
Completion of a Finance or Administration course (or similar)		✓

Key Skills, Knowledge & Experience	Essential	Desirable
Experience with finance functions. Debtors and creditors functions (accounts receivable and payable) experience highly regarded	✓	
Experience in a customer service environment to members of the public	✓	
Experience working with a computer system, spreadsheets and accounting software	✓	
Experience in an office environment and working with procedures and policies	✓	
Prior experience in cash handling and banking		✓
Knowledge and experience in debt collection procedures		✓
Experience with Transport licencing matters		✓
Knowledge of the local community		✓
General knowledge of services provided by a local government		✓
Knowledge of record keeping requirements of local government		✓

Personal and Communication Skills	Essential	Desirable
Good numerical, written and verbal communication skills	✓	
Proven interpersonal and customer service skills	✓	
Proficient time management, attention to detail and prioritisation skills	✓	
Ability to work efficiently with minimal supervision (autonomous)	✓	

6. Compliance

6.1 This position will comply with all legal obligations, including by complying with:

- 6.1.1 *Workplace Health & Safety Act 2020;*
- 6.1.2 *Organisational workplace health and safety policies and procedures;*
- 6.1.3 *Local Government Industry Award 2020;*
- 6.1.4 *Local Government Act 1995;*
- 6.1.5 *National Employment Standards;*
- 6.1.6 *Equal Opportunity Act 1984;*
- 6.1.7 Code of Conduct;
- 6.1.8 Customer Charter; and
- 6.1.9 All other applicable workplace policy and legislation.

6.2 Work Health & Safety – comply with the Shire’s WHS Policy and other Shire WHS policies and procedures and legislation relevant to the role and responsibilities, including assuming responsibility for the proper use of all shire equipment under direct control of the incumbent.

POSITION DESCRIPTION

In accordance with organisational policy and procedures, the person in this position will report all hazards, incidents and near misses in the prescribed timeframe. Assist in the management and drive of the Shire's WHS Management Systems adopting a pro-active approach to all shire activities that the incumbent is responsible for and ensure that all risks are identified, quantified and controlled ensuring Shire employee's, contractors and the community are protected against preventable injuries and damage to property.

7. Position Prerequisites

7.1 No formal offer of employment will be made until the following employment prerequisites are met:

7.1.1 Pre-employment examination;

7.1.2 Current National Police clearance; and

7.1.3 Must comply with current State Government COVID-19 directions regarding vaccinations.

8. Terms of Employment

Award	<i>Local Government Industry Award 2020</i>	
Position Status	Full Time	Permanent
Hours of Work	76 hours per fortnight	
Overtime	Requires CEO authorisation	
Award Level	Level 4	
Gross Wage per Hour	\$30.3644 per hour	Paid fortnightly to nominated bank account
Gross Annual Salary	\$60,000	
Council Loyalty Scheme	Applies to this position following awarding of permanency 1 st year of service \$10 per week 2 nd year of service \$20 per week 3 rd year of service \$30 per week 4 th year of service \$40 per week 5 th year of service and thereafter \$50 per week	
Superannuation	11.0% Employer superannuation guarantee contribution.	
Probation	3 months from commencement date. The CEO reserves the right to extend the probation period by a further 3 months	
Performance Review	Annually – to be undertaken by the SFO and EMCS	
Annual Leave	Employee will be entitled to 4 weeks Annual Leave with 17 ½% Loading on Entitled Annual Leave.	
Housing	Position does not attract subsidised Council housing	
Uniform/Clothing Allowance	\$400 per annum, upon successful completion of probation	
Job Location	Quairading, Western Australia, 6383.	

Name of Employee	Signature	Date
Chief Executive Officer	Signature	Date