



POSITION DESCRIPTION

FINANCE AND CUSTOMER SERVICE OFFICER

Location	Shire Administration Office
Department	Corporate Services
Salary	Local Government Industry Award 2010
Reports to	Senior Finance Officer
Supervision of	Nil
Revision	2
Date	25 th March 2019

Approval of Position Description

<i>Document Owner</i>	<i>Position</i>	<i>Reason for Review</i>	<i>Review Date</i>	<i>Additional Comments</i>
Graeme Fardon	CEO	Preparation of Acting Position PD	13/8/2018	
Nathan Gilfellon	EMCS	Preparation of Acting Position PD	25/03/2019	

1. ORGANISATIONAL RELATIONSHIPS

1.1 Responsible to: -

Chief Executive Officer, Executive Manager Corporate Services (EMCS), Council.

Operationally this position reports to the Senior Finance Officer (SFO).

1.2 Internal and External Liaison: -

Internal

- Councillors
- Chief Executive Officer
- Council Staff.

External

- Creditors/Debtors
- Contractors and Supplier's
- Residents
- General Public.

2. EXTENT OF AUTHORITY

Operates under direct Supervision and within established guidelines, procedures and policies of Council as well as statutory provisions of the Local Government Act and other relevant legislation.

3. POSITION OBJECTIVES

3.1 Objectives of Position

To provide Clerical and Accounting support to the Administration Section of Council's staff by ensuring clerical, accounting and administrative tasks are carried out efficiently, accurately and in a timely manner.

3.2 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.

3.3 Within Organisation

To ensure a professional and courteous service to other Officers, Councillors and the Public.

Link to Strategic Community Plan or Corporate Business Plan goals or operational objectives

- Efficiency and Effectiveness
- To provide Quality Customer Service, in accordance with Council's Customer Service Charter.

4. KEY DUTIES / RESPONSIBILITIES

4.1 Finance

- Accounts Receivable – preparation and issuing of invoices, process deposits, manage debtors.
- Accounts Payable - Invoice processing, create and maintain supplier lists, maintain a subsidiary ledger and prepare EFT transfers.
- Reconcile Debtors and Creditor Ledgers on a monthly basis and Presentation for Review by SFO and/or EMCS.
- Assist with input of employee timesheets as required.
- Daily balancing of the till and preparation of banking and licencing report.

FINANCE AND CUSTOMER SERVICE OFFICER

- Manage Petty Cash System (Balancing and Reporting for Review by SFO)
- Responsible for managing the Finance (Accounts) email mailbox
- Maintain Council’s “Bonds Held” Register
- Ensure that all financial and related policies and procedures are complied with.
- Preparation for review by the EMCS the Monthly Payments List.

4.2 Customer Service

- Assist with the Customer service systems, processes and service levels.
- Attend to customer enquiries at office counter, telephone or email.
- When required, participate in receipting of cash, cheques, EFT and money orders received over the counter and via mail.
- Administer all matters relating to Transport Licensing.
- Maintain booking registers for the use of the Council’s facilities such as the Hall, Community Bus, Caravan Park, Swimming Pool and Sportsground.
- Provide backup clerical support in the preparation and photocopying of Council Agendas and Minutes.

4.3 Other duties

- Other duties as directed by the Chief Executive Officer and Executive Manager of Corporate Services.

SELECTION CRITERIA

Qualification	Essential	Desirable
Year 12	✓	
Completion of appropriate Office Studies course		✓
Drivers Licence “C” Class	✓	

Key Skills, Knowledge and Experience	Essential	Desirable
Prior experience in cash handling and banking	✓	
Understanding of Debt Collection Procedures		✓
Experience with attending to the public in person and on the telephone	✓	
Prior experience in Transport Licensing matters		✓
Understanding of Debtors & Creditors	✓	
Sound Computer skills with knowledge of Excel and Outlook	✓	
Knowledge of the local community		✓
General knowledge of an office environment and procedures	✓	
General knowledge of services provided by Local Government.		✓

Personal and Communication Skills		
Good numerical, written and verbal communication skills	✓	
Sound Time Management Skills	✓	
Proven interpersonal and customer service skills	✓	
Strong attention to detail and ability to work autonomously.	✓	

6. WORKING CONDITIONS/OHS CONSIDERATIONS

Occupational Safety and Health – comply with the Shire’s OSH Policy and other Shire policies and procedures and legislation relevant to role and responsibilities. Observe safe work practices and operating procedures. In accordance with Shire and legislative requirements report any hazards, incidents or near misses in a timely manner.

7. OTHER RELEVANT FACTORS OR REQUIREMENTS

A Pre-Employment Examination and current National Police Clearance Certificate will be required by the successful applicant.

It is advised that no formal offer can be made until your satisfactory completion of this employment condition.

8. COMMENTS

All employees are required to sign a declaration that they have read Council’s Code of Conduct for Elected Members and Employees prior to the commencement of work or any reviews. This signed document will be placed on each employees payroll file as evidence of the fact that they have read and understood the requirements of the position and Council.

9. TERMS OF EMPLOYMENT

Award	Local Government Industry Award 2010	
Position Status	Full-Time	Contract – 9 Months
Hours of Work	80 Hours per fortnight, accruing 4 Hours RDO a fortnight	
Level	Level 4	
Council Loyalty Scheme	Applies to this Position	
Superannuation	9.5% Employer Superannuation Guarantee Contribution.	
Probation	3 Months – Applies to new Employee	
Performance Review	Annually – To be undertaken by the EMCS	
Annual Leave	Employee will be entitled to four (4) weeks Annual Leave with 17 ½% Loading on Entitled Annual Leave (Pro Rata)	
Housing	Position does not attract Council Housing as part of the Employment Package.	
Motor Vehicle	N/A	
Job Location	Quairading, Western Australia, 6383.	