



SHIRE OF
HARVEY

Team work

We are a united team who works together towards a common goal.

Integrity

We are empowered and accountable when making decisions.

Excellence

We are committed to an exceptional customer experience.

Leadership

We are adaptable and responsive in our leadership.

Respect

We are respectful of our history and work together to build our future.

Finance Officer – Accounts Receivable

Our vision

Together, towards an even better lifestyle.

1. Position details

Directorate:	Corporate Services	Level: 3 to 4
Reports to:	Coordinator Finance	
Supervision of:	Nil	
Significant Working Relationships:	Community, business and agency stakeholders Directorate team members Key internal stakeholders	

2. Position summary

Support the efficient functions of the financial operations of Council through the provision of accounts receivable and customer service.

3. Community strategic objectives



4. Our values

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5. Key duties and responsibilities

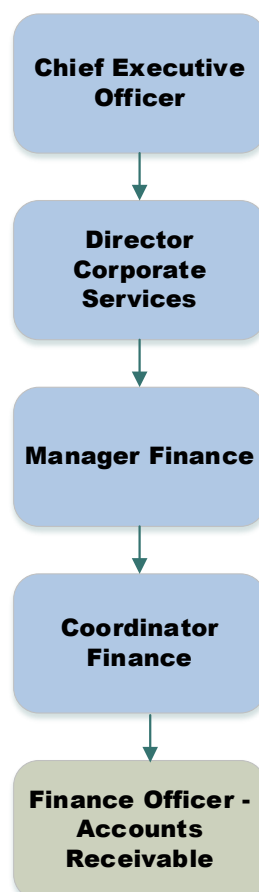
Key functions	Specific duties
Accounts receivable	<ul style="list-style-type: none">• Ensure timely and accurate processing of sundry debtors.• Process and maintain infringements.• Implement debt collection procedures in accordance with Council policy and appropriate legislation.• Ensure monthly reconciliation of Debtors.
Customer service	<ul style="list-style-type: none">• Provide consistent, quality and efficient customer service to all customers.• Assist and direct general public enquiries and provide information, documents and statutory forms.• Collect, receipt and reconcile monies remitted for payment following Regulations and procedure.
Licensing services	<ul style="list-style-type: none">• Fulfil legal responsibilities as an accredited Department of Transport Trelis user.• Undertake point of service problem solving, sensitive customer enquiries and apply discretion in all circumstances.• Liaise with Department of Transport for scheduling of Practical Driving Assessments, Computer Theory Tests and Hazard Perception Tests.
Other	<ul style="list-style-type: none">• Reasonable duties commensurate with classification level.• National Crime Check.• Current "C" Class Drivers Licence.
Organisational	<ul style="list-style-type: none">• Work in accordance with the Shire's Work Health and Safety and risk management principles.• Work in accordance with the Shire's defined Equal Employment Opportunity and Anti-discrimination legislation, procedures and principles.

- Create and capture records of work activities in line with policies and procedures.
- Contribute to ensuring a cohesive team approach where knowledge is shared and there is a demonstrated commitment to continuous improvement and self-development and participate in annual performance appraisal.
- Adhere to the Shire's Code of Conduct, policies and management practices as amended from time to time.
- Contribute to the attainment and development of strategic plan outcomes, strategies and actions.

6. Extent of authority

The position operates under the general direction of the Coordinator Finance and Manager Finance within established guidelines, procedures and policies of Council, as well as those rights and responsibilities bestowed on the position by the *Local Government Act 1995*.

7. Your team



8. Position selection criteria

Essential

1. Experience and training in a similar role.
2. Demonstrated verbal and written skills and ability to follow procedures and policies as they apply to the position.
3. Support a culture of quality customer service and respond professionally to problems with appropriate solutions.
4. Ability to work as an effective team member and solve problems and conflict with others.
5. High level of organisational skills to consistently approach workload in a proactive manner to ensure timelines and standards are met.

Desirable

1. Experience in working with “SynergySoft” computer software.
2. Apply sound judgement and make good decisions.
3. Previous experience delivering a service to customers.
4. Provide specialist advice within the team.