

# ACCOUNTS RECEIVABLE OFFICER, RECEIPTING

## POSITION DESCRIPTION

<b>Position Title:</b>	Accounts Receivable Officer, Receipting
<b>Responsible To:</b>	Manager, Rates & Receivables
<b>Council Portfolio</b>	Corporate Services
<b>Council Program:</b>	Finance & Procurement
<b>Classification Level:</b>	Salaried, Level 3

### Overview of Portfolio

The Corporate Services Portfolio provides effective and efficient services and insights to strengthen and grow our organisational capability, and support a culture of accountability, transparency and innovation. Additionally, the Portfolio provides the key support functions to ensure Council's subsidiaries, the Adelaide Central Market Authority (ACMA) and Adelaide Economic Development Agency (AEDA), deliver their objectives in accordance with their respective Charters, statutory requirements and obligations.

### Overview of Program

The Finance & Procurement Team ensures that public resources are effectively managed to enable the delivery of Council's priorities and strategic plans, funding a long-term financially sustainable approach to governance, and creating significant public value through its sustainable procurement practices.

### Key Relationships / Interactions

<b>Internal</b>	Employees across the Finance and Procurement Team City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams.
<b>External</b>	Debt Collection Agencies Government Agencies Internal/External Auditors Debtors Conveyancers Managing Agents

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## Primary Purpose

As part of the Finance & Procurement team the Accounts Receivable Officer, Receipting will provide support and the delivery of a professional and efficient Accounts Receivable function.

## Responsibilities

The Accounts Receivable Officer, Receipting is responsible for;

- The collection of outstanding debts.
- Monitoring, matching and accounting for bank transactions.
- Processing of ratepayer / customer refunds.
- Accounts Receivable and data entry journals as required.
- Processing and receipting of payments and processing dishonoured cheques.
- The establishment and maintenance of the Council Rate direct debt payments including, the extraction and processing of annual, quarterly, and monthly payments.
- Following up any dishonoured direct debit payments.
- Following-up unidentified receipts.
- Assisting with the administration of CoA's electronic bill presentment solution.
- Liaising with the Rates Analyst to ensure data integrity enabling rates notice generation.
- Liaising with finance to ensure data integrity for bank associated reconciliations.
- Liaising with internal and external customers for query resolution.
- Monitor the collection of monies by cash collectors.
- Administration of Accounts Receivable email.
- Contributing to the development of guidelines, practices, and procedures.
- Participating in user acceptance testing for accounts receivable system upgrades.
- Adhoc project work as requested.

## Responsibilities for all employees:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing for self and others.
- Promptly report WHS incidents or near misses and use equipment, supplies, and personal protective equipment safely and responsibly.
- Adhere to security and safety requirements (physical and cyber) by following secure information/data handling practices and procedures that support and secure our systems.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Complete all mandatory training and ongoing professional development.

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## Position Criteria

<b>Qualifications</b>	A tertiary qualification in a related field and/or commensurate demonstrated experience in lieu of formal qualifications.	<b>Desirable</b>
<b>Financial Skills &amp; Acumen</b>	An understanding of financial accounting and internal controls in relation to Accounts Receivable Services.	<b>Desirable</b>
<b>Technical Knowledge &amp; Experience</b>	Experience in Accounts Receivable functions in a general office environment in a medium to large organisation.  Experience in identifying process improvement opportunities and potential cost efficiencies across a broad range of transactional services and business processes.  Experience in the operation of TechOne or other enterprise financial accounting systems.	<b>Desirable</b>
<b>Project Management</b>	Experience in contributing to the development and application of corporate projects and continuous improvement projects.  Able to work accurately to agreed deadlines.	<b>Essential</b>
<b>Innovation &amp; Initiative</b>	Ability to consider new and innovative ways to do business using creative solutions and novel business approaches.	<b>Essential</b>
<b>Resource Management &amp; Decision Making</b>	Ability to effectively utilise allocated resources which includes planning, and prioritising.  Ability to prioritise and be flexible when responding to changing priorities and demands.	<b>Essential</b>
<b>Professional Development</b>	A commitment to ongoing professional development and continuous learning.	<b>Desirable</b>
<b>Customer Commitment &amp; Integrity</b>	A commitment to internal and external customers demonstrated through the provision of timely, reliable, and expert advice on matters within area of responsibility	<b>Desirable</b>
<b>Collaboration &amp; Communication</b>	Substantial abilities to build positive relationships and communicate with all levels of management and staff, both verbally and in writing.	<b>Desirable</b>
<b>Administrative Skills</b>	Demonstrated ability to identify key issues and present recommendations in a concise and logical manner.  Good organisational and time management skills and the ability to prioritise, set deadlines, solve complex problems, and make effective recommendations and decisions in a fast-paced environment.	<b>Essential</b>
<b>Government Experience</b>	Experience working in a government environment.	<b>Desirable</b>

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## Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

### Our Values



-  **ACHIEVEMENT**
-  **COLLABORATION**
-  **CUSTOMER COMMITMENT**
-  **INTEGRITY**
-  **INNOVATION**

#### Achievement

- Deliver what matters
- Ensure clarity of direction and unity of purpose
- Inspire excellence and strive for outstanding results



#### Collaboration

- Work together to build successful teams and partnerships
- Be open, inclusive, and share knowledge
- Seek, provide and act on feedback



#### Customer Commitment

- Know your customers and put them first
- Listen to and understand customer needs
- Be responsive, close the loop and deliver on promises



#### Integrity

- Own your actions, successes and mistakes
- Act with transparency, honesty and respect
- Do what you say you will do



#### Innovation

- Look for ways to improve and create positive change
- Think broadly and take a wider viewpoint
- Be responsive to new ideas and opportunities



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## Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

## Physical Demands

<b>Task</b>	<b>Office Workstation</b>
<b>Work Area</b>	<b>Various</b>
<b>Physical Demand Rating</b>	<b>Very Light Work</b>

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
<b>Sitting</b>		✓		Ergonomic adjustable chair	<b>Critical Range of Motion:</b> Shoulder to 90° flexion. <b>Lift Capacity:</b> Up to 2kg (ream of paper). <b>Push / Pull Force:</b> N/A <b>Environmental Factors:</b> Indoor. Carpet in most offices. Lift access in most buildings. <b>Task Rotation:</b> tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. <b>PPE:</b> Office attire and appropriate footwear.
<b>Standing</b>	✓			Accessing folders, p/copier, talking to others	
<b>Walking</b>	✓			Meeting with others, moving between rooms	
<b>Climbing</b>	✓			Option to take the stairs	
<b>Bending</b>	✓			Reaching down to low shelves, p/copier	
<b>Squatting</b>	✓			Reaching down to low shelves, p/copier	
<b>Gripping</b>		✓		Mouse, stationery, phone	
<b>Forward Reach</b>	✓			Typing, using the mouse, phone usage	
<b>Lift</b>	✓			Light items, folders, paper and documents	
<b>Carry</b>	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

\*This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).

## Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**\*\* Electronic Offer\*\*** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.