

EXPIATION ANALYST

POSITION DESCRIPTION

Position Title:	Debt Recovery Officer
Responsible To:	Enforcement & Expiation Lead
Council Portfolio:	City Community
Council Program:	Customer and Marketing
Classification Level:	Salaried, Level 5

Overview of Portfolio

The City Community Portfolio strives to deliver exceptional experiences for our community and customers, providing opportunities for creativity, recreation and wellbeing in a city that is safe, accessible and supportive of all our communities.

Overview of Team

The Customer & Marketing Team supports extraordinary customer experiences, celebrates our city through the delivery of creative and digital services and enhances our reputation by promoting our achievements and initiatives.

Key Relationships / Interactions

Internal	Employees across the Customer and Marketing Program City of Adelaide (CoA) employees in Development & Regulation and Finance Teams
External	Fines Enforcement Unit of Department of Treasury and Finance Department of Infrastructure and Transport Members of the General Public Customers of Council (in particular those receiving Parking Expiations)

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Primary Purpose

As part of the Customer and Marketing Program, the Expiation Analyst is responsible for overseeing and managing the processes associated with efficient and effective debt recovery relating to parking expiations issued by the City of Adelaide.

This role involves developing strategies to improve collection rates while ensuring compliance with all relevant laws and regulations. The Expiation Analyst will work closely with the Fines Enforcement Unit and the Customer Centre Enforcement Officer in development and refining of processes.

The Expiation Analyst will play a role in maintaining positive relationships with clients while maximising recovery of outstanding debts.

Responsibilities

The Expiation Analyst will:

- Document, maintain and regularly review debt recovery processes associated with parking expiations within the Customer Centre, including the development of standard operating procedures, process maps and training materials.
- Develop and maintain an annual operational plan for the recovery of parking expiation debt incorporating automated workflows and data processing solutions.
- Develop and implement new data and evidence informed initiatives that optimise debt recovery outcomes, reduce outstanding debt and strengthen collection practices.
- Identify and embed strategic process improvements that strengthen revenue collection practices, reduce the creation of debt, and enhance customer service delivery and operational efficiency.
- Collaborate with internal departments to align service delivery with business needs.
- Build and maintain effective working relationships and communication channels with key external stakeholders, including government agencies, external enforcement bodies and industry peers, to support successful customer outcomes, effective data exchange, operational continuity, benchmarking and the sharing of best practice.
- Lead the analysis and interpretation of complex operational data and performance dashboards to proactively forecast demand, reprioritise work, optimise budget allocation, and drive strategic initiatives that improve service delivery, reduce backlogs and strengthen organisational performance.
- Lead process audits and change management activities, in partnership with leadership, to embed sustainable business improvements.
- Provide daily tactical support to the Team Leaders, Customer Centre, as required to ensure effective and efficient operations are achieved, through optimal use of resources and completion of non-negotiable administrative tasks.
- Develop monthly reports on agreed parking expiation metrics for the Associate Director, including identification of trends or significant changes and recommendations regarding current and future issues.
- Prepare and present ad hoc reports for consideration by the Associate Director to support organisational priorities and objectives.
- Monitor legislative, regulatory and policy changes relevant to parking expiation and debt recovery, assess and communicate implications for operational practice and compliance.

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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

Qualifications	A qualification in Finance, Accounting or Business Administration or related field and/or commensurate demonstrated experience in lieu of formal qualifications.	Essential
People	Demonstrated ability to work constructively within a team environment and to positively impact and influence team culture and morale.	Essential
Financial Skills & Acumen	Ability to understand and appreciate the financial implications of decisions and their impact.	Essential
Technical Knowledge & Experience	Experience with Debt Recovery processes and practice. Technical experience in analysis of large volumes of data. Previous experience in a contact centre in a business environment. Understanding of the values, behaviours and strategies required to create exceptional customer experiences. Strong analytical, judgment and decision-making skills. Ability to adapt to changing business requirements and organisational focus.	Essential
Project Management	Demonstrated ability to successfully manage projects with competing priorities.	Desirable
Innovation & Initiative	Sound understanding of structured business improvement practices, best practice operational management and management reporting. Proven ability to effectively challenge the status quo for the benefit of enhancing customer outcomes. Ability to think strategically, focussed on great customer experiences.	Essential
Resource Management & Decision Making	Ability to collate and analyse information to gain insights which inform decisions and drive performance.	Essential
Professional Development	A commitment to ongoing professional development and continuous learning.	Essential
Customer Commitment & Integrity	A thorough understanding of and commitment to the principles and practice of customer service.	Essential
Collaboration & Communication	Proven ability to build positive relationships Well-developed written and oral communication skills, including ability to present information to identify key issues and present recommendations in a concise and logical manner.	Essential
Administrative Skills	Excellent time management and prioritisation skills with a high focus on attention to detail.	Essential
Government Experience	Experience working in a government environment.	Desirable

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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.

	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 will be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	Office Workstation
Work Area	Various
Physical Demand Rating	Very Light Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting			✓	Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 90° flexion. Lift Capacity: Up to 2kg (ream of paper). Push / Pull Force: N/A Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings. Task Rotation: 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. PPE: Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	
Carry	✓			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 your during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.