

Position Description



Job Details

Job Title: Accounts Receivable Officer

Reports to: Manager Finance

Group: City Finances

Position Number: IM0097

Grade: 3

Date: June 2025

Objective Doc Ref:

Position Purpose/Job Summary

The Accounts Receivable Officer collaborates with business units to administer the invoicing and collection of Council's debts. The role liaises with business units to facilitate the collection of debts within payment terms, and to support through phone calls to the debtors, and escalation where debts are outstanding beyond agreed terms.

Support is provided to the Rates Team where required for operational needs.

Selection Criteria – Knowledge, Skills, Qualifications and Experience required

- Well-developed customer service skills, with a demonstrated ability to resolve challenging queries professionally and respectfully. This will ideally include skills and experience developed whilst working in a customer service environment with the ability to achieve a high level of customer satisfaction and meet customer service requirements.
- Demonstrated skills and experience in efficient administration with the ability to manage multiple tasks and achieve deadlines.
- Strong organisational and time management skills combined with the ability to work unsupervised.
- Demonstrated ability to work effectively as part of a team, supporting colleagues and collaborating to meet deadlines while delivering high-quality customer service.
- Experience in working with systems and processes required to effectively administer production of invoices, receipting of cash, and collection of debts.
- Strong communication skills, both oral and written, with the ability to engage with a diverse range of stakeholders, including internal and external customers and suppliers.
- Ability to apply initiative and effective problem-solving skills to address issues encountered in day-to-day activities and in the co-ordination of service delivery.

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Selection Criteria – Knowledge, Skills, Qualifications and Experience required

- Experience in all MS Office applications (Excel, Word, PowerPoint), including email and internet as well as databases.
- Knowledge of the administrative requirements of rates and ability to interpret and apply relevant Local Government legislation to support compliance of rating service function as directed.
- Experience in developing and implementing corporate policy and guidelines related to service delivery may be required.

Key Accountabilities – Position Specific

1. Perform operational activities and processes including records management, research, data input, invoicing and systems processing to contribute to achievement of service delivery objectives
2. Coordinate and complete month-end accounts receivable processes, including reconciliations, reporting, debtor reviews and system administration activities, ensuring compliance with Council policies, financial procedures and reporting deadlines.
3. Assist in the management of the debt recovery process. This includes liaising with appropriate Council representatives to escalate debt collection approach, or to support them in the collection of debts.
4. Recommend and implement process improvement actions within scope of services to increase operational efficiency and deliver improved services
5. Deliver exceptional customer service by responding to enquiries and requests from internal and external stakeholders, identifying their needs and addressing or promptly referring them to ensure an appropriate course of action and effective solutions are implemented
6. Contribute to research and analysis for the business unit and/or branch to present information that supports and contributes to business decision making and effective system utilisation
7. Perform and contribute to the maintenance and review of local work practices including record keeping, account processing drafting and reviewing documents to contribute to quality customer service and achievement of objectives
8. Manage and maintain records and information management systems underpinning service delivery to ensure the accuracy and currency of data and systems used
9. Support in administrative and analytical functions, including reporting, as requested by the business unit and/or branch to contribute to improved efficiency and business planning process

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Key Accountabilities – Core

1. Use Corporate IT Applications/Systems, ensuring compliance with Council standards and policies, to facilitate achievement of required outcomes.
2. Comply with the requirements of Council's Work Health Safety Management System (WHSMS) and fulfil relevant WHS responsibilities as per WHS-01.1.1 Responsibilities, Authority and Accountability Guideline whilst employed by or acting on behalf of the Council
3. Comply with the reasonable requests and directions of management whilst employed by or acting on behalf of the Council. This includes undertaking other tasks or duties that may be allocated from time to time
4. Comply with Council's Code of Conduct, policy and procedures whilst employed by or acting on behalf of Council
5. All employees are required to treat colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions, as well as report any suspected case of discrimination or harassment that they witness. This requirement is in accordance with Fairfield City Council's Values and commitment to equal employment opportunity and a workplace free of discrimination and harassment.

Reporting Relationships

Direct: Nil

No. of Indirect: Nil

Key Relationships

1 Internal

Communicating with	Nature of Communication
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All staff including internal customers	Daily and on a face-to-face basis, and/or by telephone when necessary to provide data, guidance, consultation and advice, respond to requests and enquiries and deliver training and/or presentations
Managers and Executives	Daily and on a face-to-face basis, and/or by email and telephone to answer enquires/requests for data and information, provide and explain reports, provide advice, consultation and guidance and build and maintain relationships
Managers and Supervisors	When required to provide work progress updates and for direction and guidance and allocations of tasks and duties

Key Relationships

2 External

Communicating with	Nature of Communication
Consultants	When necessary to exchange information on business processes, reporting requirements and clarification of information
Customers, Government Departments, contractors, suppliers	To seek input, request quotes, exchange information and provide guidance and advice where necessary

Position Dimensions

As per Delegation of Authority

Decision making Authority & Accountability

- The General Manager authorises you to take the actions required to make your workplace safe and to fulfil your WHS responsibilities in WHS-01.1.1
- The position has the autonomy to prioritise daily workloads to ensure the efficient co-ordination of activities
- The position is expected to understand and respond to customer needs and explain services or information provided
- The position is guided in its decision making by relevant Council policies and relevant Legislation and follows Council's policies, procedures and other relevant guidelines and regulations to ensure that information provided is relevant and current

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- The position refers matters that are highly technical or complex or where customers are not satisfied or where significant process improvements are required or changes to workload timeframes or process arise to a senior officer or manager for resolution

Problem Solving

- The position operates in an environment with regular supervision and specific instructions are given. However, the position may work unsupervised for tasks and duties with established guidelines and procedures.
- The position is required to address operational issues associated with large work volumes and resolution of customer issues as quickly as possible
- The position may be required to solve analytical problems by following established procedures and applying basic principles. Defined procedures for the tasks and duties to be performed may be extensive and the position may be required to solve problems that are not covered by procedure or guidelines.

Competencies

Performance in this role is also assessed on 'how' staff achieve their goals, based on the same behavioural expectations for all staff. An individual Work Plan, based on your position description will be established in partnership with your supervisor. Your supervisor will meet with you on a regular basis to ensure that you are performing as expected or assign some training to improve performance if needed.

Signature

Employee:	Signature	Date
Authorised by: (Manager)	Signature	Date