


<div data-bbox="316 224 539 443" style="background-color: #0072bc; color: white; border-radius: 50%; width: 140px; height: 100px; display: flex; align-items: center; justify-content: center; margin-bottom: 20px;"> <span style="font-size: 24px; font-weight: bold;">Role Title</span> </div> <div data-bbox="347 488 513 645" style="background-color: #4a7ebb; color: white; border-radius: 50%; width: 100px; height: 70px; display: flex; align-items: center; justify-content: center; margin-bottom: 20px;"> <span style="font-size: 24px; font-weight: bold;">Group</span> </div> <div data-bbox="247 1608 395 1729" style="text-align: center;">  </div> <div data-bbox="220 1729 414 1751" style="text-align: center; font-size: 10px;">       Clarence... a brighter place     </div>	<div data-bbox="370 264 481 389" style="font-size: 24px; font-weight: bold; color: white;">Role Title</div>	<div data-bbox="766 282 1252 338" style="font-size: 24px; font-weight: bold;">Debt Recovery Officer</div> <div data-bbox="766 342 1023 385">Role Description</div>	
	<div data-bbox="363 539 478 584" style="font-size: 24px; font-weight: bold; color: white;">Group</div>	Financial Services Group	
	Incumbent	Vacant	
		SIGNATURE:	
		DATE:	
	Head of Financial Services Group	Jane Murrell	
		SIGNATURE:	
		DATE:	
	Chief Executive Officer	Ian Nelson	
		SIGNATURE:	
		DATE:	

	Position Number:	Development Date: June 2024
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## Financial Services Group Objectives:

The Financial Services Group has primary responsibility for managing and leading council's finance, financial performance, risk and disclosure of personal information, budgets and ensuring contemporary practice within the regulatory and statutory frameworks in which council operates.

## Essential Duties and Responsibilities

Review and implement of a range of administrative functions that support financial services operations including:

- Preparing and issuing of correspondence relating to a range of outstanding infringements (other than LUPAA), and debt recovery.
- Maintaining system information as it relates to debt recovery.
- Preparing documentation to refer unpaid infringements to the Monetary Penalties Enforcement Service and appropriate collection agencies where necessary.
- Monitoring payment arrangements for all unpaid infringements and other debt referral to the Monetary Penalties Enforcement Service and appropriate collection agencies where necessary.
- Reviewing incoming correspondence and information relating to appeals against infringements, including preparation of documentation to assist delegated officers to make determinations.
- Assisting as requested in preparing documentation and evidence to assist authorised officers for Notice of Elections.
- Processing financial transactions, including raising invoices for payment and processing of refunds.
- Assisting in identifying process change opportunities, supporting the delivery of training and assisting with the development of training documentation to support process changes for the Financial Services Group;
- Assisting with system testing, particularly associated with processes linked to debt recovery.
- Accounts receivable functions, including:
  - maintenance of debtor accounts;
  - reconciliation of debtor accounts to the general ledger;
  - preparation of debtor statements; and
  - administration of debt recovery processes;
- On an as required basis, perform the function of rating debt recovery for the Financial Services Group.

The essential duties and responsibilities of the role are outlined above, however a worker may be directed to carry out such duties and tasks as are within the limits of the worker's skill, competence and training.

## Compliance Obligations

### All employees must:

- Comply with all reasonable and lawful directions;
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace; and
- Comply with policies and procedures as amended from time to time (policies and procedures are not incorporated into the contract of employment), including but not limited to Council's:
  - Customer Service Framework and Charter;
  - Procurement Policy and Code for Tenders and Contracts;
  - Fraud Policy;
  - Workplace Behaviour and Code of Conduct Policies; and
  - Work Health and Safety Policy and Procedures;
- Perform all duties to the best of their ability at all times.

### Child and Youth Safety

Council is committed to the safety and wellbeing of children and youth while enabling their participation as valued members of our community.

We have zero tolerance to child or youth abuse and harm. You are obligated to prioritise the safety of children and youth you interact with in the performance of your role and to report conduct of concern. For further information, please refer to our Safeguarding Children and Youth Policy and Code of Conduct available on our website, and the *Registration to Work with Vulnerable People Act (Tas) 2013*.

### Authority and Delegations

The officer is to perform all duties in an authorised manner and within the scope of responsibility necessary to carry out those duties, as specified by this position description and in accordance with any applicable appointment, authorisation or delegation provided by the Chief Executive Officer or council.

## Organisational Relationship

The Debt Recovery Officer reports to the Manager Financial Services.

## Salary

This position is covered by the Clarence City Council Enterprise Agreement #11/2021, or any subsequent agreement. This position sits within the 13 to 18 Pay Point range.

The position has been sized at Pay Point 13.

## Selection Criteria

### Essential

- Knowledge of applicable legislation and regulations, including the Monetary Penalties Enforcement Act, Dog Control Act, Road Rules, By-Laws and other legislation as it relates to infringements and debt recovery or an ability to quickly acquire this knowledge.
- Experience in the use of contemporary financial and information management systems.
- Experience in debt recovery and reconciliation of general ledger and subsidiary ledgers.
- Well-developed interpersonal skills, and the ability to relate well to customers, and adjust communication and tactics or priorities in response to organisation or audience requirements.
- Demonstrated experience in building and maintaining effective relationships and to develop practical solutions and recommendations to address the needs of a variety of stakeholders.
- Both adaptable and resilient, with extensive experience in working through challenges, and able to persist in the face of significant, complex, and novel challenges, using well developed influencing skills to achieve desired outcomes.
- Data-driven mindset with the ability to leverage data to inform decisions.
- Well-developed digital literacy skills and the ability to adeptly use technology to facilitate service provision and collaborate with internal and external stakeholders as required.
- An ability to work in a team environment.
- Well established organisational skills and time management, ensuring work is completed on time, and to a high degree of accuracy.

## Screening Checks

### Appointment will be conditional upon a satisfactory:

- National Police Check YES  / NO
- Working with Vulnerable People Check YES  / NO
- Medical Check YES  / NO 
  - Sitting posture for prolonged periods
  - Lifting and carrying office equipment (about 15kgs).
  - Operating computers