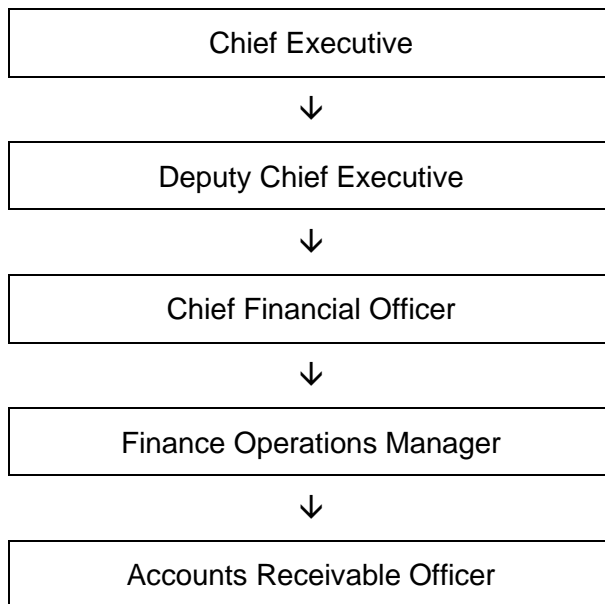


POSITION DESCRIPTION

Position: Accounts Receivable Officer
Team: Finance
Group: Corporate
Responsible To: Finance Operations Manager
Responsible For: NIL
Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora

Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki

Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahī - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Maori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeing's, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities.

Excellence in performance from the organisation as a whole and from individuals is needed.

Purpose of Position

This role is part of the Corporate Group.

The purpose of this position is to assist accurate and efficient processing of Accounts Receivable invoices and provide accounting and administrative support in a multi-skilled environment in the Finance Team. This is achieved through:

- **Accounts Receivable Processing**
- **Daily Reconciliations**
- **Credit Control**
- **Finance Support**

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
- Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards, and guidelines.
- Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
- Promptly and accurately report and record any workplace injuries and incidents.
- Civil Defence and Incident & Emergency activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has an Employee Handbook which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have a responsibility are:

Accounts Receivable Processing

- Managing the day-to-day operation and control of the Accounts Receivable areas to ensure all tasks are carried out.
- Process invoices and credit notes on a daily basis.
- Process month end statements and send appropriate letters to the accounts in arrears.
- Maintain Accounts Receivable inbox.
- Generate and set up recurring invoices accurately and on time.

- Create new debtors when required, maintain and update postal and email addresses.
- Process all debtor transfers and refunds.
- Import files for facility bookings on a monthly basis and produce invoices.
- Setting up and deleting of direct debits, maintain/update details and associated schedules of payments.
- Leased car parks administration – maintain register, prepare formal agreements, create recurring invoices, manage cancellations
- Pensioner Housing – process tenancy bonds, produce debtor invoices and maintain direct debits.
- Import of Cemetery files on a weekly basis and produce invoices.
- Refuse Transfer Station invoicing – download and import daily files from Weightrax system and produce invoices on a daily basis. Upload Internal files into Finance system.
- Reconcile payments with invoices within debtor accounts (maintenance of accounts as system pays oldest debt first).
- Create and maintain relevant debtor mnemonics and responsibility codes/charge types.
- Participation/contribution to project teams where required.
- Complete the financial year end rollover processes for Debtors.

Reconciliations

- Reconcile Property and Rating to the Finance One Ledger on a daily basis for debtors and water control accounts, investigate any variances and do appropriate adjustments.
- Ensure monthly reconciliations of control accounts for accounts receivable and Water, debtors suspense accounts and tenancy bond accounts are completed accurately and on time.

Credit Control

- Discussing, arranging, and negotiating financial repayments and monitoring for all outstanding accounts except Rates for Council.
- Processing action for Baycorp for the recovery of outstanding accounts over 90 days.
- Preparing write-off schedule for Chief Financial Officer and Council.
- Initiating and following through with legal action for payment of outstanding accounts including attending Small Claims Court cases as required and lodging liquidation claims.

Important Functional Relationships

External

Creditors
 Ratepayers & Residents
 Debtors
 Banks
 Solicitors
 Credit Unions
 Court
 Tenancy Tribunal
 Budget Advisors
 Inland Revenue Department

Internal

Customer Services Team
 Corporate Services Group
 Other Group and Section
 Managers
 Staff with signing authority
 Staff in other Groups
 Finance Team

Committees/Groups

Councillors

Person Specification

Qualifications

- Diploma in Business/ Accounting principles or equivalent level of learning through experience.

Knowledge/Experience

- Basic accounting Principles
- Basic accounting skills
- GST knowledge
- High Level of Customer Service skills
- Cash handling skills
- Keyboard skills, basic Excel and Word skills with ability to advance.
- Experience in dealing with the public and handling difficult situations.
- Credit Control/Debt Management experience.
- Negotiation skills.

Key Personal Competencies

- Good interpersonal skills, able to communicate effectively with a wide range of staff and other relevant organisations where required.
- High level of Customer Service
- Self-motivated and able to work both independently and as a member of a team.
- Able to organise work thoroughly and to a high standard.
- Proven ability to adapt and deal effectively with changing priorities and requirements
- Time Management.
- Be willing to carry out a wide range of duties to develop skills.
- Commitment to high standard of performance.
- Take responsibility for assigned tasks to be completed accurately and on time.
- Confidentiality.
- Experience in dealing with the public and handling difficult situations.

Personal Attributes

- Accurate and competent.
- Good, detailed memory.
- Honest and helpful personality.
- Well presented.
- Good listener.
- Excellent people skills.
- Ability to work under pressure, even tempered and co-operative nature.
- A willingness to become multi skilled.
- Enjoy dealing with the public in a courteous manner.