

## POSITION DESCRIPTION

POSITION DETAILS			
<b>Position Title:</b>	Debt Management Officer		
<b>Position Number:</b>	120		
<b>Group:</b>	Corporate and Community Services	<b>Unit:</b>	Financial Services
<b>Salary Grade:</b>	5	<b>Standard Position Hours:</b>	35 Hours
<b>Position Reports to:</b>	Operations Accountant		
<b>Staff Management:</b>	Nil		
<b>Budget Responsibility:</b>	Nil		
<b>Date Created:</b>	March 2013	<b>Date Last Reviewed:</b>	January 2017
<b>Version:</b>	3	<b>Document Number:</b>	DOC2015/055569

### ORGANISATIONAL ENVIRONMENT

Cessnock City Council employs approximately 320 employees and is responsible for a local government area of approximately 1,950 square kilometres within the Hunter Valley of New South Wales, approximately 120 kilometres north of Sydney and 40 kilometres west of Newcastle.

Cessnock City Council provides a diverse range of services and facilities for the residents and visitors of the local government area. Cessnock City Council comprises of 3 Directorates;

- Works and Infrastructure
- Planning and Environment
- Corporate and Community Services

### ORGANISATIONAL CONTEXT OF POSITION

The Corporate and Community Services directorate manages services associated with the following functions within Cessnock City Council;

- Finance
- Governance and Administration
- Technology Systems
- Procurement and Contracts
- Community and Cultural Engagement

The Financial Services Unit is primarily responsible for the provision of timely finance related functions to the organisation including creditors, debtors, payroll and rates.

### WORKPLACE HEALTH & SAFETY

The Responsibilities, Authorities and Accountabilities (RAA's) applicable to this position is Level 6.

For specific WHS Responsibilities, Authorities and Accountabilities applicable to this position, refer to the WHS RAA Handbook.

The person accepting this position is required to read and comply with the RAA's applicable to this position.

## PRIMARY OBJECTIVE

The primary objectives of this position are to:

- Build public confidence in Council's procedures and process, while raising awareness of Council as a customer service focused, approachable organisation.
- Build respectful, professional, but approachable relationships with debtors.

The primary duties will include the provision of specialist expertise regarding debt management issues including debt recovery, arrangement monitoring, customer contact and assisting in the operational functioning of the revenue section.

## KEY ACCOUNTABILITIES

1. Provide effective customer service in a timely, courteous and professional manner including telephone and counter enquires and answering correspondence relating to revenue matters.
2. Negotiate with ratepayers and other debtors to formulate disciplined yet manageable repayment arrangements and monitor to a satisfactory conclusion to Council.
3. Coordinate sundry debtors debt follow-up and debt collection.
4. Coordinate legal action to recover outstanding amount including liaison with Council's specified Debt Recovery Agents.
5. Provide assistance to ensure that all notices for rates and sundry debtors are in accordance with relevant legislation and that all notices are produced on a timely basis.
6. Assist with the production and postage of rate and instalment notices, under the guidance of the Senior Revenue Officer.
7. Assist with the production and postage of sundry debtor notices, under the guidance of the Senior Finance Officer.
8. Production and postage of reminder notices and legal action notices.
9. Assist in the operational support of the revenue section and upkeep of Council's rating databases, particularly in relation to debt collection matters.
10. Assist the Operations Accountant in the development and review of corporate policy particularly in regards to debt recovery, hardship and similar policy.
11. Any other accountabilities or duties as directed which are within the limits of the employee's skill, competence and training.

## POSITION SELECTION CRITERIA

### Essential

1. Certificate IV in accounting, financial management, business management or other related discipline or demonstrated extensive experience in a similar role.
2. Demonstrated strong experience (minimum of 5 years) in a similar position with demonstrated experience in debt management and credit control.
3. Demonstrated superior level written and verbal communications skills including the ability to communicate with a range of stakeholders, both internal and external, and to negotiate outcomes and resolve conflict in a difficult environment.
4. Demonstrated sound knowledge and demonstrated experience of Debt Management techniques and procedures.
5. Experience in liaising with Mercantile Agents, Solicitors and other legal entities in relation to Debt Management.
6. Demonstrated ability to prioritise and manage multiple tasks and complete work within agreed timeframes and team goals.
7. Demonstrated experience in the use of Microsoft Office and other software/database programs relevant to the position.
8. Ability to extract, collate and analyse relevant information from reports, software etc and present to Management in a concise and meaningful manner.

### Highly Desirable

1. Demonstrated sound knowledge of Local Government Act and Regulations relating to rating.
2. Demonstrated experience in Authority Rates and Debt Management modules.
3. Proven ability to develop, promote and implement reforms, systems and policies within a continuous improvement environment.
4. Knowledge and experience in the Sale for Land for Unpaid Rates procedures.

## SIGNATURE

### Employee

Full Name:

Signature:

Date: