

Role Description

Credit Management Officer



Title	Credit Management Officer
Classification/Grade/Band	Band 2 Level 1
Group/Unit/Section	Finance / Financial Services / Credit Management
Reports to	Team Leader Credit Management

Vision

A vibrant and sustainable Central Coast

Purpose

To provide valuable services that strengthen and support the Central Coast Community

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Credit Management Officer is responsible for providing an effective and efficient debt recovery service for Central Coast Council to meet customers' needs and in accordance with relevant acts, codes, policies and procedures and Regulations .

The position of Credit Management Officer is required to provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Liaise with and follow up on recovering all funds owing to Central Coast Council in accordance with the adopted policy for Credit Management and relevant legislation;



- Issue timely follow-up notices to ratepayers to ensure maximum permissible revenue is collected;
- Prepare legal action in a timely manner for recovery of unpaid accounts, this may include researching legislation, court procedures and internal files as well as liaising with stakeholders to initiate action;
- Initiate and complete all Court action efficiently and accurately to maximise the recovery of outstanding revenue;
- Maintain, validate and confirm the accuracy of all professional costs, court costs, sheriff costs, mercantile agent costs and external agents search costs;
- Monitor external collection agency actions to ensure they are meeting any contractual requirements;
- Effectively liaise with both internal and external stakeholders to ensure that satisfactory work outcomes and communication links are achieved and maintained;
- Respond to all inquiries from stakeholders within prescribed timeframes;
- Assist the Financial Services Unit from time to time during peak workloads and staff absences;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor;
- Decisions affect the work and activities of others within the work group or team;
- The work of the Credit Management Officer influences the external environments by ensuring services are consistent with Council standards;



- The Credit Management Officer is accountable for own work performance. Liability generally lies with the supervisor or Council as the employer;
- Has little or no responsibility for budget development;
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area;

Personal Attributes

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

Interpersonal Skills

- Listen to others and asks appropriate, respectful questions and monitors non-verbal cues and adapts behaviour accordingly;
- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

Business Enablers and Technical Skills

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;



- Identify issues that may impact on task completion and provides appropriate solutions;
- Understand delegations and act within authority levels;
- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies;
- Purchase under delegation and comply with procedures;

Team Work

- Recognise and acknowledge individual/ team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

QUALIFICATIONS

Essential

- Certificate IV in Accounting, Business Administration or related field or demonstrated solid contemporary experience in a similar role , combined with ongoing professional development;

EXPERIENCE

- Demonstrated experience in a similar Credit Management role in medium/large size organisation;
- Demonstrated working knowledge of revenue and rating processes;
- Demonstrated experience in liaising and communicating with a vast range of stakeholders;



- Demonstrated experience in recovering funds within the prescribed timelines, including escalating recovery to external agencies when required.

Key Relationships

Internal	External
Section Managers/Team Leaders	Members of the Public/residents/ratepayers
Other Council employees (not including direct reports)	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
	Community Organisations – service clubs etc.
	Consultants, solicitors and other professionals
	State and Federal Government Agencies
	Local Business

