

## Position Description

<b>Position title:</b>	<b>Accounts &amp; Systems Management Officer</b>
<b>Directorate:</b>	City Wide Services
<b>Service Unit:</b>	Waste Services
<b>Reports to:</b>	Senior Administration & Office Coordinator
<b>Direct reports:</b>	Nil
<b>Salary point:</b>	8
<b>Work location:</b>	Summerhill Waste Management Centre
<b>Date revised:</b>	May 2020

### What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of ***creating a smart, liveable and sustainable global city***. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

### What's it like working in Waste Services?

The Waste Services Service Unit is committed to providing waste minimisation and recycling solutions and ensuring the long-term sustainability of our waste management operations. The unit manages a variety of key service elements including kerbside collection, public place waste collection, landfill operations, education and engagement, administration and accounts, environmental management and business development. Customer service and responsiveness as well as a team culture that is performance based and promotes continuous improvement are fundamental in delivering on these elements and servicing our community.

### What's the focus of this position?

Provide high quality and accurate accounts, financial and weighbridge support to deliver the business outcomes for Waste Services. Ensure payments and invoices are processed in an accurate and timely manner whilst maintaining confidentiality. Contribute to the efficient day to day running of the commercial & domestic accounts, administration and weighbridge functions and deliver the requirements of the unit in a professional manner.

**What you'll be doing:**

- Maintain commercial & domestic accounts of the waste services unit, ensuring a high standard of accuracy in relation to invoices, the capture and storage of data and financial reconciliations.
- Management of the Weighbridge system (Mandalay Software). Maintain administrator function and training of new staff for the weighbridge software.
- Supervise the day to day activities of the weighbridge and ensure staff deliver an efficient, effective and courteous service to the public.
- In conjunction with the Office Coordinator ensure adequate weighbridge staffing levels are maintained and provide relief duties as required to ensure service standards are met.
- Assist the Office Coordinator to develop, implement and continuously improve service level standards within the Waste Services Administration and Weighbridge teams.
- Prepare all forms of correspondence and communications in relation to the Waste Services account responsibilities, including follow up and resolution of routine matters.
- Provide a high standard of assistance in the preparation of documentation and reports. Monitor and audit all correspondence to ensure accuracy and compliance.
- Provide high level customer service on behalf of City of Newcastle (CN) to both internal, external and account customers, with a focus on achieving positive outcomes for all parties.
- Assist in sustaining the high level of service by taking a flexible and team focused approach to coverage of administrative and weighbridge team members during periods of absences.
- Review timesheets to ensure adequate staffing records exist for weighbridge staff.
- Provide efficient and responsive customer service which will contribute to the Waste Services Business Unit achieving identified goals.
- Comply with all CN's policy and procedures when undertaking functions of the role with particular focus on the finance and weighbridge systems.
- Provide assistance/support to Managers and Coordinators for all corporate information technology applications (such as, ECM, CRM, OneCouncil & Mandalay weighbridge Software).
- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager.

**The essentials you'll need:**

- Qualifications (Certificate IV) in accounts or office administration, experience in computerised accounts system or recent relevant experience.
- Demonstrated research and account management skills, systems management, problem solving skills coupled with a strong ability to negotiate and liaise with various internal and external stakeholders.
- Demonstrated ability to maintain complex spreadsheets and reports coupled with a high attention to detail to ensure accuracy and compliance. As well as well-developed time management and organisational skills.
- Demonstrated understanding, knowledge and experience to reference, interpret and administer policies and procedures with a focus on financial regulations, rating structures and invoicing.
- Ability to exercise initiative and judgement and to maintain confidentiality.
- Strong organisational skills with the ability to efficiently and accurately interpret available information and determine solutions when faced with conflicting and varied demands.
- Ability to work as a team responsible for the administration, weighbridge and customer service functions.

- High customer service focus and an ability to think on your feet, work under pressure and maintain a professional demeanour at all times.
- Demonstrated skills and knowledge of Accounting Systems, Microsoft Word, Outlook, financial, weighbridge and electronic document management systems.
- Previous experience handling large volumes of financial transactions in cash, EFTPOS and accounts.

**Other valuable skills you may have:**

- Knowledge of City of Newcastle fees & charges.
- Knowledge of weighbridge software systems.
- Knowledge in the One Council Financial system.
- Ability to work with minimum supervision.
- Ability to participate in on-site rosters as required allowing 364 day operations per year, including reasonable scheduled and un-scheduled overtime, weekend and public holidays as required.
- Ability and willingness to work staggered, non-standard start and finish times.
- Demonstrated knowledge and experience in a large-scale waste management collections and disposal operation.
- Previous experience of working in a similar role within local government.
- Current C class driver's licence.

**We'll encourage you along the way**

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

*I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.*

<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	