

Position description

Debt Recovery Officer

Division:	Corporate Services
Department:	Finance
Reports to:	Team Leader – Rating Services
Number of direct reports:	Nil
Location:	Yalawanyi Ganya, Biripi Way, Taree
Grade:	7
Employment status:	Permanent, Full-time
Hours of work:	35 hours per week
Date approved:	27 August 2021

Our Mission

“We deliver benefits for our community in a way that adds value and builds trust”.

Our Values

Organisational values are a critical component of our organisational culture. Council staff and management have created and adopted the following set of organisational values which help guide our decisions and behaviours.

Wellbeing	We value safety, security, health and happiness
Integrity	We are open, honest, accountable and take pride in all we do
Sustainability	We use efficiencies, innovation and cooperation to achieve sustainable results
Respect	We work together respectfully ensuring inclusion, equality and open communication

Position Overview

Reporting to the Team Leader – Rating Services, the Debt Recovery Officer will support and contribute to the achievement of outcomes in line with organisational and departmental strategies, objectives, vision and values.

The position is responsible for ensuring the timely collection of outstanding rates, water and miscellaneous accounts owing to Council in accordance with adopted guidelines, policies and procedures and utilising available legal avenues as appropriate to the individual circumstances.

Key Accountabilities & Duties

- Undertake Council's debt recovery function in accordance with legislation, adopted policies and procedures taking necessary action to reduce the level of outstanding debts owed to Council for rates, annual charges, user charges and sundry accounts including:
 - a. Review outstanding balance reports to identify amounts that require commencement of initial follow-up action.
 - b. Monitor, negotiate and approve payment arrangements for customers in accordance with Council's Debt Recovery Policy using judgement, compassion and flexibility.
 - c. Monitor payment schedules to ensure that customers remain up to date with agreed arrangements. Maintain personal contact with customers to allow for open discussion in circumstances where arrangements are not being maintained as agreed.
 - d. Ensure appropriate records are maintained of communications with customers.
 - e. Compile required details for commencement of legal recovery action either in-house or through an appointed Debt Recovery Agent.
 - f. Compile required details for properties that may require restriction of water service action and liaise with Team Leader – Billing to action the delivery of required notices and installation / removal of restrictors.
 - g. Liaise with Council's Debt Recovery Agent in relation to legal action matters, including authorising commencement and continuation of legal action.
 - h. Reconcile Debt Recovery Agent's invoices on a monthly basis and advise Revenue Officers of amounts to be raised against individual assessments, accounts etc.
 - i. Follow-up returned rate notices / accounts contacting various authorities and utilising public databases to determine new addresses / contact details.
 - j. Identify assessments / accounts that qualify for commencement of sale of land for unpaid action in accordance with the Act. Collate and prepare background information that is required for proof of debt and commencement of action. Assist with sale action.
 - k. Prepare monthly status and statistical reports as required by management to ascertain progress.
 - l. Other actions necessary that contribute to the achievement of position objectives.
- Attend and respond to telephone, email and customer counter enquiries in a courteous and prompt manner in accordance with corporate standards.
- Assist all Revenue staff as required to ensure the section functions efficiently and provides a high level of service to the community, management, other staff and other customers.
- Role model and encourage behaviours that align with Council's Organisational Values.
- Work Health & Safety - All Council staff are accountable for ensuring that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation. Staff are also required to adhere to Council's relevant safe work instructions, policies and procedures.
- Equal Employment Opportunity (EEO) - All Council staff are required to adhere to Council's EEO policies and procedures.

- Delegations - All Council staff are required to comply with the financial and operational delegations issued to them as per Council's delegations register.
- Other duties within the employee's skill, competence and training level, as required to meet business needs.

Selection Criteria

1. Minimum TAFE Certificate IV in Accounting / Finance or equivalent with a preference for Diploma level qualifications.
2. Demonstrated customer service approach, with a history of proven delivery of high levels of customer service in a financial services environment.
3. Demonstrated experience in a debt recovery role.
4. Demonstrated experience in the interpretation of documentation such as legislation, regulations or standards relevant to the role being undertaken.
5. Proven ability to analyse data and provide recommendations or solutions to routine problems encountered as part of day to day operations.
6. Demonstrated experience in Microsoft Office products (particularly Microsoft Excel) and recognised accounting software packages with a preference for Technology One systems with the ability to quickly become competent in the use of new systems / programs.
7. Demonstrated ability to develop and maintain constructive relationships and partnerships, both internally and externally, that contribute to the achievement of organisational outcomes.
8. Demonstrated ability to meet the focus capability requirements of this position as defined in the position capabilities.
9. Current Class C Drivers Licence





Position Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose.

More detailed descriptors of capabilities are available at: <http://capability.lgnsw.org.au/?staff-member>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

Local Government Capability Framework

Capability Group	Capability Name	Level
	Manage Self	Intermediate
	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
	Communicate and Engage	Intermediate
	Community and Customer Focus	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Intermediate
	Deliver Results	Intermediate
	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate

ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is expected at MidCoast Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by MidCoast Council from time to time as necessary.

Employee's Signature:

Date:

HR USE ONLY

Is a Working with Children Check required for this position?

Yes ☐ No ☒

Is a criminal record check required for this position?

Yes ☒ No ☐