

## ABOUT PEAK SERVICES

### We. Are. Peak.

Peak Services has an enviable track record of helping Queensland business get more out of their workforce, services and assets.

Owned by the Local Government Association of Queensland (LGAQ), Peak was established to meet the complex service delivery challenges of local business across Queensland. 100% of returns generated by Peak Services are re-invested back into the sector through the initiatives of the LGAQ.

Our staff are industry leading experts in their fields and we offer an unmatched depth of knowledge.

Committed to the regions we serve, we have developed a unique and specialised service. Through our procurement, legal, managed services, technical and consulting services we help Queensland business achieve more.

Based on our experience, we are equipped to meet the challenges of change and are constantly developing new ways to help business harness emerging opportunities.

We thrive on change.  
We embrace the possibilities of tomorrow.  
We. Are. Peak.

### PEAK PEOPLE ....

Value and respect  
each other

Hold each other  
to account and  
work as one

Communicate  
regularly,  
transparently and  
with purpose

Find a better way

## Position Description

# Debt Collection Recovery Officer- NIRC People & Customer

### IN BRIEF

As a Debt Collection Recovery Officer in the People & Customer Division, you will maximise the collection of funds owing to Norfolk Island Regional Council by providing timely and consistent customer service concerning debt recovery and the resolution of financial hardship applications. You will take into account the Council's obligations, impacts and the individual personal circumstances when making recommendations on payment arrangements, requests for interest waivers, financial hardship applications and debt recovery action.

This position reports to Julian Harris or delegated officer – Executive Director People & Customer

Members of all divisions work in a flexible and collaborative manner sharing the load of work and contributing expertise to their field. They regularly seek collaboration with other team members to ensure the best outcome for the client and make a meaningful difference.

We are efficient, effective, and yet patient with our clients, willing to invest the necessary time and effort to build relationships and deliver more capacity building opportunities for our clients.

We maintain a high-level of contact with mayors and councilors, CEOs, networks of council officers and stakeholders from both industry and government. As certain scopes of work may be fee-earning, time-sheeting and CRM process are critical in providing the most efficient services to our clients.

To promote cross-skilling, interdisciplinary collaboration and exceptional service delivery, employees may be assigned to projects outside the scope of their core responsibilities. Where requested by your Line Manager, it is expected that you will actively engage in these projects, as part of your role.

In particular you may be selected to work on projects in the Innovation and Incubation division, which will bring together subject matter experts across our business and support personnel to work on the latest emerging technology and products.

### KEY RESPONSIBILITIES

#### Revenue Collection

- Responsible for all aspects of the accounts receivable function for general debtors
- Responsible for collection aspect of rates debtors
- Debtor invoice entry as required, using both manual and automated interfaces
- Production and distribution of general debtor statements on a timely basis
- Preparation of scheme invoices and supervision of scheme debtors
- Daily download and receipting of electronic banking files

- Regular balancing of debtor sub-ledgers to control ledgers, including investigation (and correction) of any imbalances
- Regular review and follow up of outstanding debtor balances including, where necessary, recommendations for further recovery action or write-off. This will involve the enforcement of Council credit terms and active recovery of overdue amounts by regular contact with Council's debt collection agency
- Maintain a register of outstanding debtor balances, including any recovery action taken, to be provided to the Executive Manager Business Performance on a quarterly basis or as requested
- Ad-hoc reconciliation of selected individual debtor balances as required
- Setting up, maintaining and processing all direct debit payments
- Assist with the recovery of unpaid rates through property sales under S181 of the Local Government Act
- Provide training and support to staff in the function as required

#### **Maximise debt collection opportunities by**

- Regular review of overdue and outstanding amounts
- Prepare and send in-house reminder letters for missed installments
- Assessing customer eligibility for relief under the financial hardship provisions
- Negotiating and setting up payment arrangements
- Assess and make recommendations with regard to debt collection
- Find a fit-for-purpose solution for customers who demonstrate an unwillingness to pay

#### **Case managing hardship customers by**

- Regularly reviewing their account
- Proactively contacting the customer if an arrangement has failed
- Offering and coordinating the options offered under the hardship policy

#### **Statutory processes**

- Timely and accurate preparation and authorisation of land information certificates on a daily basis
- Preparation and input of monthly garbage supplementary charges

#### **Property record maintenance**

- General maintenance of the rates database including, but not limited to:
  - Update of ownership details by processing Notices of Acquisition
  - Process change of address details upon notification
  - Identification and correction of duplicate entities
  - Proactively undertake activities which ensure the accuracy and completeness of Council's databases

#### **Other**

- Resolve customers enquiries in a prompt and courteous manner consistent with Council's Customer Service standards
- Provide any information requested according to the Fencing Act
- This position is part of the Business Performance Unit and provides backup and support for other positions within the team as required. It is expected that this role will work closely with the Rates Revenue Officer and will be able to answer customer queries regarding all aspects of the rates function

## SKILLS AND COMPETENCIES

### Competencies

- Demonstrated clerical/administrative skills including competent data input skills (accuracy and speed)
- A sound knowledge of local government rating principles and practices is highly desirable
- Sound knowledge of property referencing and the ability to read and understand maps
- Well-developed skills in Windows and Microsoft Office products, particularly Excel, and the ability to understand and utilise the features of Council's property and mapping software
- Demonstrated experience in successfully identifying opportunities for process improvement
- Ability to adapt to a constantly changing operating environment

### Qualifications

- Relevant experience in a finance related role such as accounts receivable or accounts payable
- Sound administrative skills, including attention to detail and competent data entry skills
- Experience in debt recovery
- Demonstrated initiative and well-developed skills in managing time and workload
- Highly developed and effective interpersonal skills with the ability to effectively discuss and resolve grievances whilst achieving desired outcomes
- Demonstrated experience in successfully identifying opportunities for process improvement
- Beyond secondary education, or knowledge and skills through on the job training
- Experience in computerized finance or rating systems and functions
- Local Government experience is highly desirable