



Position Description

Non-supervisory Employees

Position Title	Debtors Officer
Section	Financial Services
Division	Corporate Performance
Reports to	Water & Debtors Team Leader
Grade	7
Employment Status (FT/PT/Casual/Temp)	Nil

Position purpose

To undertake a range of responsibilities associated with Council's debtors function, including issue of Sundry Debtor and Water Charges Invoices, debt recovery, final notices for water, and the arrangement of payment options.

Position specific responsibilities

The key duties you are expected to perform in your role.

Key Result Area	Primary Activities
Sundry Debtors	<ul style="list-style-type: none">To prepare and issue Sundry Debtor Invoices.To issue overdue notices for Sundry Debtors and water charging.To recover outstanding rates and water charges when they become overdueAssist with all end of month or financial year procedures and functionsDay to day management of external Debt collection contract
Customer Service	<ul style="list-style-type: none">To complete counter, telephone and written enquires in respect to Sundry Debtors, water and rates charges and all Debt RecoveryProvide a high level of customer service to internal and external customers
Correspondence	<ul style="list-style-type: none">Preparation of correspondence regarding debtor related matters
Filing	<ul style="list-style-type: none">Establish, maintain and update Debtor files including scanning of all paperwork relating to Debtor matters
Team Support	<ul style="list-style-type: none">Participate and contribute to an effective and productive teamAssist in any other matter as requested by your direct supervisor, Group Manager or Director Corporate PerformanceFoster good team work and high staff morale within the team
System Support	<ul style="list-style-type: none">To assist with water billing system maintenance.



Expected behaviours

Port Macquarie-Hastings Council values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee of Port Macquarie-Hastings Council. The values based behaviours will form the basis for individual employee performance assessments.

Values-based behaviours for Non-Supervisory Employees

Values	Expected Behaviour
Communication	<ul style="list-style-type: none">• I communicate with respect• I constructively contribute to team meetings, toolbox talks and conversations• I share information and ideas with colleagues• I ask questions if I don't understand
Accountability	<ul style="list-style-type: none">• I always work in a safe manner, looking after my own safety and the safety of those around me• I am responsible for my own actions• I take initiative to progress my own work• I follow through on my work commitments
Professionalism	<ul style="list-style-type: none">• I treat others with respect• I complete my work to the best of my ability• I take pride in my work• I am flexible and responsive to changing work priorities and issues
Integrity	<ul style="list-style-type: none">• I act honestly• I understand and follow the law, rules, policies, guidelines and the Code of Conduct• I treat others the way I wish to be treated• I contribute positively to our work
Teamwork	<ul style="list-style-type: none">• I look for, and am open to, new and better ways of doing things, together• I am an engaged and enthusiastic team player• I step in to help others when workloads are high• I cooperate with my team members and supervisors



Document Endorsement

Date 12/12/2017 **Group Manager** Group Manager, Financial Services

Date 15/12/2017 **Director** Corporate Performance

I have read and understand the contents of the Position Description for my role. I will undertake the responsibilities and behaviours required of me.

Employee Name _____

Employee Signature _____

Date _____