


## POSITION DESCRIPTION

 <p><b>Tatiara</b> <i>the good country</i></p>	<b>CREDITORS OFFICER (SHARED POSITION)</b>	Award:	SA Municipal Salaried Officers Award
		Award Classification:	Level 2
		Status:	Permanent
		Hours:	32 hours per fortnight 8.30am to 5.00pm Monday & Tuesday
		Department:	Corporate
		Reports to:	Finance Manager
		Updated:	12 November 2020
		Version:	01

### POSITION OBJECTIVE

The Creditors Officer provides accurate financial, technical support and customer service assistance by undertaking responsibilities efficiently and effectively associated with the payment of Council's creditors and attending to external clients, and portraying a positive corporate image of the Tatiara District Council to all.

### Key Duties and Responsibilities

Customer Service	<ul style="list-style-type: none"> <li>• Provide prompt and courteous service to all clients; including colleagues, other departments and the community.</li> <li>• Maintain confidentiality on all issues relating to the organisation, the clients and fellow colleagues.</li> <li>• Treat all clients with respect and equality, whilst being responsive to their needs.</li> <li>• Maintain a professional and pleasing telephone manner and be responsive to telephone enquiries</li> <li>• Assist with general office enquiries – telephone, receipting, bus tickets and front counter.</li> <li>• Assist with Visitor Information enquiries.</li> <li>• Assist with cemetery plaques and cemetery plot assignation with bereaved customers</li> <li>• Assist in the Keith Office in times of staff absence, including Centrelink, Service SA &amp; EzyReg support to customers.</li> <li>• Assist (with support from other Customer Service Staff) in the training of a Customer Service trainee when required.</li> </ul>
Creditor Function	<ul style="list-style-type: none"> <li>• Responsible for the preparation, costing and drawing of cheques along with direct payments for all Creditors using knowledge of computer creditor applications and the purchase order module.</li> </ul>

Creditor Function (cont)	<ul style="list-style-type: none"> <li>• Responsible for maintaining Council's 'Asset Folder' for registration of vehicles and renewal of registrations as required.</li> <li>• Responsible for Councillors allowances and travelling payments.</li> <li>• Responsible for the ordering of Council's pre-printed cheques.</li> <li>• Corporate Uniform Coordinator.</li> <li>• Responsible for maintaining Council's fuel purchasing cards</li> <li>• Responsible for maintaining insurance schedules for Tatiara District Council Motor Vehicles and Plant Items.</li> <li>• Responsible for maintaining Council's credit cards and associated register.</li> <li>• Provide basic administrative creditor training to a trainee if required.</li> </ul>
Administrative Support	<ul style="list-style-type: none"> <li>• Responsible for ensuring that documentation, administration and filing is carried out in a professional and orderly manner,</li> <li>• Excellent time management, organisational, interpersonal, verbal and written communication skills.</li> <li>• Knowledge and understanding of modern word/data processing systems and software applications including Word, Excel and Outlook and their use in monitoring and evaluation of activities. Keyboard skills to a high order.</li> <li>• High level of numeracy and accuracy, with experience in basic accounting.</li> <li>• Ability to communicate effectively both orally and in writing with people at all levels in a range of government, business and community organisations.</li> <li>• Ability to interpret and implement policy</li> <li>• Financial duties to assist the Finance Manager, which may include End of Month and BAS reporting.</li> <li>• Carry out processing of Sundry Debtors if required.</li> <li>• Completion of end of day procedures as required.</li> <li>• Daily Reconciliation of Bank Statements as required.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Some out of hours work and travel may be required.</li> <li>• Other duties as directed.</li> </ul>

<b>Organisational Relationship</b>	
Responsible to:	Finance Manager
Extent of Authority and Accountability	<ul style="list-style-type: none"> <li>• Authority as delegated by the Council or the Chief Executive Officer.</li> </ul>
	<ul style="list-style-type: none"> <li>• Authority to work within the scope of the position description.</li> </ul>

Key Relationships	<p>Internal</p> <ul style="list-style-type: none"> <li>• Finance Manager</li> <li>• Director Corporate &amp; Community Services</li> </ul> <p>External</p> <ul style="list-style-type: none"> <li>• Residents and ratepayers</li> <li>• Visitors, customers and general public</li> <li>• Businesses</li> <li>• Other local government</li> <li>• Government departments and agency staff</li> </ul>
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<b>Employee Responsibilities</b>	
Records Management	<ul style="list-style-type: none"> <li>• Maintain an awareness of records management procedures.</li> <li>• Create records to support the conduct of business activities.</li> <li>• Register records into paper and/or electronic record keeping systems.</li> <li>• Develop and maintain knowledge of where records are kept in Council.</li> </ul>
Training	<ul style="list-style-type: none"> <li>• Attend relevant conferences, seminars and training courses to maintain competencies.</li> <li>• On-the-job training as required regarding duties and responsibilities, Council policies, procedures, accounting and other systems.</li> </ul>
Risk Management	<ul style="list-style-type: none"> <li>• Observe Council's Risk Management Policy and procedures.</li> <li>• Take all reasonable steps to reduce risks identified in risk audits and other relevant processes.</li> <li>• Demonstrate a commitment to risk management principles and practices, and maintain a safe environment for staff and community.</li> <li>• Ensure the security of Council's assets under employee's control.</li> </ul>
Work Health & Safety	<ul style="list-style-type: none"> <li>• Take reasonable care for his or her own health and safety.</li> <li>• Take reasonable care that his/her acts or omissions do not adversely affect the health and safety of others.</li> <li>• Adhere to Council Policies and Procedures.</li> <li>• Follow all reasonably practicable directions as directed by the supervisor/manager.</li> <li>• Report any hazardous situations or safety problems immediately to their manager.</li> <li>• Report all incidents and injuries.</li> <li>• Attend and participate in training when required or directed.</li> </ul>
Work Health & Safety (cont)	<ul style="list-style-type: none"> <li>• Participate in the development of risk assessments and preparation of safety documentation, Safe Work</li> </ul>

	<p>Procedures, Safe Operating Procedures, Safety manuals or any other safety documentation as instructed.</p> <ul style="list-style-type: none"> <li>• Wear and maintain appropriate personal protective equipment or clothing as required.</li> <li>• Participate in Council's Consultation processes.</li> <li>• Operate and maintain Council's plant and equipment in a safe manner.</li> <li>• Close out any Corrective and Preventative Actions allocated within designated timeframes.</li> </ul>
Injury Management	<ul style="list-style-type: none"> <li>• Undertake appropriate medical treatment for injuries or illness sustained at work.</li> <li>• Participate in the planning and implementation of a Return to Work Program where injury has resulted in time away from work or inability to perform aspects of work.</li> <li>• Comply with the Medical Officer's directions and to accept duties provided by the employer where they form part of the Return to Work program.</li> </ul>
Code of Conduct	<ul style="list-style-type: none"> <li>• Ensure that the requirements of Employee Code of Conduct are observed.</li> <li>• Ensure adherence to Council Policy and Procedures are observed.</li> </ul>
General	<ul style="list-style-type: none"> <li>• Understand and comply with relevant internal policies and plan and external legislation and legal requirements.</li> <li>• Establish and maintain networks and positive working relationships with relevant staff at all levels of the organisation, as well as external stakeholders.</li> <li>• Ensure a high standard of service is proactively provided when dealing with colleagues and customers.</li> <li>• Promote a positive image of Council in all dealings with the community.</li> </ul>

KEY SELECTION CRITERIA	
<b>Essential</b> – <i>Mandatory to ensure the job is done effectively and efficiently.</i>	
Selection Criteria	<ul style="list-style-type: none"> <li>• A certificate or working knowledge of creditor applications and/or financial management systems.</li> </ul>
	<ul style="list-style-type: none"> <li>• Demonstrated experience in an environment where attention to detail and accuracy of data entry is paramount.</li> </ul>
	<ul style="list-style-type: none"> <li>• Proven well developed interpersonal, written and verbal communication skills, including the ability to build effective working relationships with people at all levels of the organisation.</li> </ul>
	<ul style="list-style-type: none"> <li>• Sound decision making skills, including a pragmatic approach to problem solving and managing conflicting priorities.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to work under pressure whilst maintaining confidentiality and sensitivity with council information.</li> </ul>
	<ul style="list-style-type: none"> <li>• Proficiency and knowledge of operations of Microsoft Office software.</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience and knowledge in the provision of Customer Service, internal and external.</li> </ul>

	<ul style="list-style-type: none"> <li>• Current Class C Driver's Licence.</li> </ul>
<b>Desirable</b> – Not essential but generally considered to be required to do the job proficiently.	
<b>Selection Criteria</b>	<ul style="list-style-type: none"> <li>• Working knowledge of financial management systems and financial integrity principles, particularly in relation to financial auditing and decision making processes in Local Government.</li> </ul>
	<ul style="list-style-type: none"> <li>• Local Government experience.</li> </ul>
	<ul style="list-style-type: none"> <li>• General understanding of the provisions of the Local Government Act 1999 and other relevant legislation and working knowledge of Local Government terminology and protocol.</li> </ul>

<b>Performance Standards</b>	
Personal and Professional Development	Demonstrated experience and understanding of the need for continuation of both personal and professional development
Customer Service	Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.
Administration and Documentation	Through the use of organisational processes ensure that all administration and documentation requirements are completed in a professional and timely manner.
Technical Skills and Application	Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.
Team and Disposition	Demonstrated participation as an active member of a team, consistent with the philosophy and policies of the organisation.

<b>Incumbent:</b>		
<b>Signature:</b>	.....	<b>Date:</b> .....
<b>This position is responsible to:</b>	Finance Manager	
<b>Signature:</b>	.....	<b>Date:</b> .....