

Finance Support Officer - Revenue

Position Description



Mackenzie
DISTRICT COUNCIL

Position Description

Position:	Finance Support Officer - Revenue
Incumbent:	TBC
Reports to:	Finance Manager
Location:	Fairlie
Department	Corporate, Commercial, and Planning
Business Unit:	Finance
Role Family:	Technical / Expert role

Customer Relationships:	Who:
➤ External	➤ Government Agencies ➤ Iwi / Papatipu Rūnanga / Mana Whenua ➤ Debtors and ratepayers ➤ Other Local Authorities including any collaborative groups ➤ Members of the public
➤ Internal	➤ Finance Manager ➤ Senior Revenue Officer ➤ Other Finance Team members ➤ Executive Leadership Team ➤ Senior Leadership Team ➤ Elected Members ➤ All other Mackenzie District Council employees

Position Contribution:

The Finance Support Officer - Revenue shall be primarily responsible for the day to day effective and efficient operation of the accounts receivable function as well as the maintaining of banking and account reconciliations and assisting the Senior Revenue Officer with rates receivable services.

The Mackenzie District Council is focused on the delivery of best practise and innovation, collaboration and embracing kaitiaki principals in all that it does.

Scope:	Dimensions:
Delegated levels of authority	Refer to MDC Delegations Manual
Span of Control	Nil

Expected Outcomes:	Primary Areas of Responsibilities / Measures:
Accounts Receivable	• Responsible for maintaining the debtors' ledger, ensuring integrity is maintained at all times. • Responsible for the electronic download of airport management software and waste management software for file import processing into the debtor's modules. • Process all invoice requests accurately and in a timely manner and in accordance with Council procedures. • Ensure that all internal controls and the Council's financial delegations register are met and adhered to. • Prepare and review monthly statements. • Prepare and manage monthly reconciliations of debtors' ledger to general ledger in accordance with Council's procedures, for review by the Senior Revenue Officer. • Undertake reconciliation of monthly debtor credit adjustments, credit notes, and refunds. • Respond to all debtor enquiries and requests in a timely and courteous manner. • Review, maintain and improve documented procedures for accounts receivable in conjunction with the Senior Revenue Officer and Finance Manager.
Accounts Receivable – Outstanding Debtors	• Provide monthly aged trial balances to various budget managers and a copy to the Senior Revenue Officer and Finance Manager. • Complete and post out all debt recovery letters to all outstanding account holders at month end. • Discuss, arrange, and negotiate repayment programmes with customers when necessary. • Liaise with budget managers and the Senior Revenue Officer to resolve all disputed accounts and accounts greater than 90 days. Ensure that the Finance Manager is kept up to date and informed of these matters. • Liaise, monitor, and report on debt recovery to the Senior Revenue Officer.
Receipting	• Ensure daily processing of bank statements to the MagiQ receipting systems is completed. • Manage the reconciliation of Council's cash system and eftpos control account. • Ensure reconciliation for all bank accounts to the general ledger are prepared on a monthly basis.

	• Manage the reconciliation of internet payments between ledgers and ensure all journal transfers are prepared and processed.
Rating	• Respond appropriately to ratepayer enquires and requests in a timely manner. • Process change of addresses and notices of sale in a timely manner. • Process rates rebates in a timely manner. • Provide back up support for the Senior Revenue Officer in instalment processing and rates penalty processing.
Finance	• Assist with other duties as reasonably required by the Senior Revenue Officer. • Assist with other duties as reasonably required by the Finance Manager. • Assist with the ongoing development of accounting systems and review. • Promote teamwork, inter-department co-operation, and knowledge sharing
Health and Safety	• Demonstrate behaviour that endorses safety as a core value of the business and promotes a positive health and safety culture at Mackenzie District Council. Show authentic commitment to continuous improvement to Health and Safety policies and procedures. • Ensure compliance with responsibilities under the Health and Safety at Work Act (2015) and any amendments. • Ensure that any contractors engaged by the Finance business unit are 'Health and Safety Approved' and all activities are undertaken in accordance with Mackenzie District Councils Health and Safety Management system and related procedures. • Actively participate in the hazard identification and risk management process and report all accidents, incidents and near misses in a timely manner through the online reporting system (MackSafe / Assure). • Raise any health and safety related issues or areas of concern with manager or Health, Safety and Wellbeing representative as soon as possible. • Engage in any Health, Safety and Wellbeing related training and complete all applicable course work. • Maintain, update, and disseminate Health and Safety material as may be relevant to their area of work. • Regular contribution to Health and Safety discussions within your business unit. • Support and co-operate with the Happy Healthy and Safe Committee and Health and Safety Representatives. • Carry out safety observations, inspections and audits when required. • Ensure compliance with requirements of the Motor Vehicle Policy.
Mackenzie District Council Policies, Procedures, Processes and Guidelines	• Understand, be familiar with and comply with all Council policies and procedures.
Self-Development / Ongoing / Professional learning and Development	• Continue to develop your financial and accounting skills, knowledge, and experience.

	• To build and maintain professional knowledge appropriate to the position. • Continually investigate and develop improvements to enhance and provide efficiencies with the Council's revenue systems.
Emergency Operations Centre	• To be actively involved in Civil Defence Emergency Management when required. • To assist or fulfill roles within the EOC as required.
Confidentiality and Record Keeping	• Ensure that all records are saved to the EDRMS. • Ensure that any confidential information that may be acquired, either directly or indirectly, is tagged and classified correctly, and is to be treated appropriately.

The key responsibilities described in this document should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of this position. Key responsibilities may be amended from time to time following consultation. The position holder may also be required to perform duties outside of their normal responsibilities as and when required.

Qualifications, Technical Skills, Knowledge and Ability:

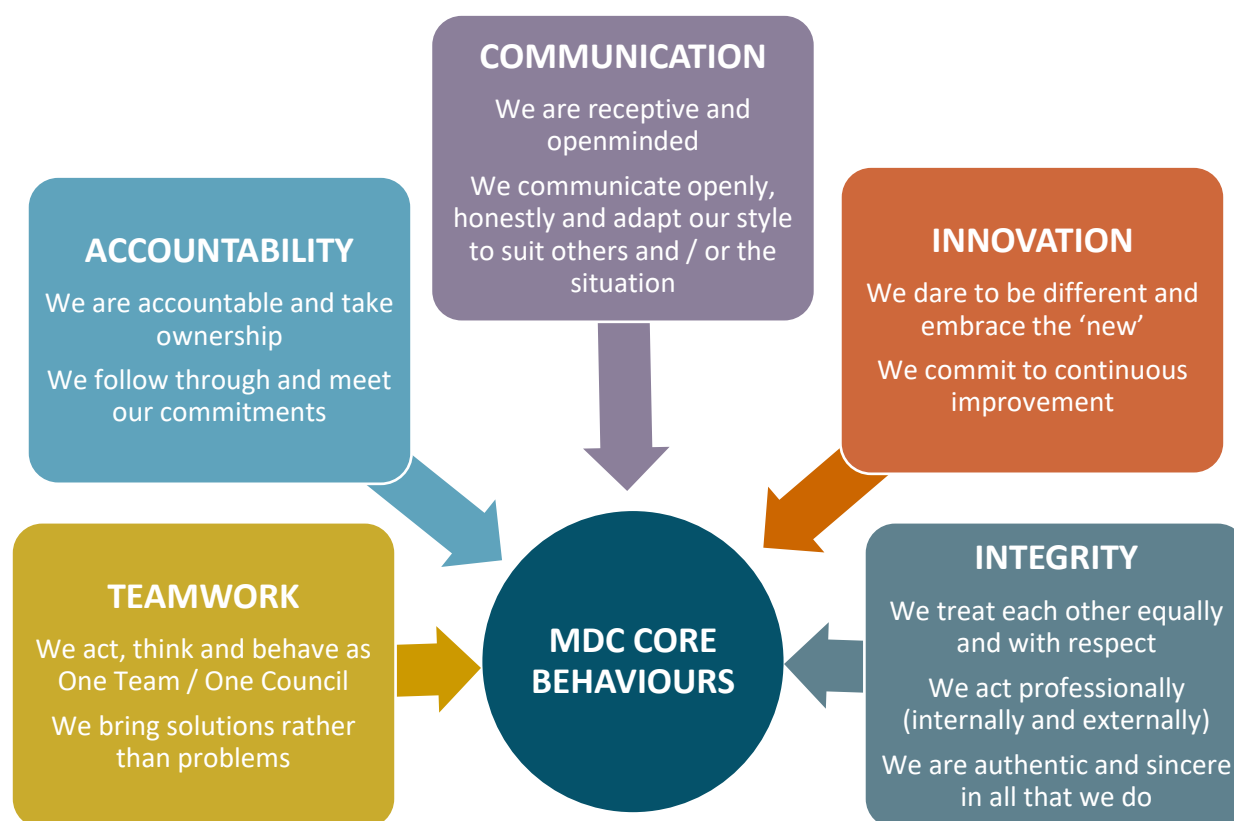
- Hold NCEA Level Three (or equivalent) with Mathematics.
- A minimum of 3 years' experience in a similar finance support role or at least five years' experience in general administrative activities.
- Strong computer skills in Microsoft Excel, ERP computer systems, accuracy with figures, attention to detail and good inter-personal skills are essential
- Demonstrate a commitment to ongoing learning and development, to improve the way in which Council delivers its services.
- Strong communication skills – written and verbal.
- Proven ability to develop and maintain key relationships with internal and external stakeholders.

Our Values:

	Integrity
	Integrity is essential in local government because it is the cornerstone to build and maintain trust and confidence in public organisations, safeguard the public interest and promote high standards of behaviour.
	Community Focused
	We believe in being community-focused as this is essential for ensuring that the needs and desires of the community are heard and addressed, building trust and collaboration between the community and local government, promoting economic development, and improving the quality of life for all citizens. We do this by providing better service delivery for higher community satisfaction and increasing trust in government.
	Collaborative
	Collaboration is important to us at the Mackenzie District Council as it leads to increased productivity, better problem-solving, and improved employee satisfaction. We work with key stakeholders to build trust and develop relationships that lead us to solutions that will leverage the strengths of our Treaty partners and stakeholders.

	<i>Responsive</i> Agility is important to us because it will enable our communities to adapt to changing circumstances and respond quickly to new opportunities. • Faster response times: Ability to respond more quickly to changes in the market, customer needs, and technology. This allows us to stay ahead of the competition and take advantage of new opportunities. • Improved innovation: Agility fosters a culture of learning and systems thinking. • Better customer satisfaction: Delivery of products and services that meet or exceed customer expectations, and higher levels of satisfaction. • Increased efficiency: Optimise processes and resources, reducing waste and increasing efficiency. • Greater resilience: Better equipped to handle unexpected challenges and disruptions, such as natural disasters, cyberattacks, or economic downturns.
	<i>Forward Looking</i> Be forward looking taking a long-term view allows us to anticipate future needs, manage resources effectively, and promote sustainable development for future generations. It also helps to address complex challenges such as climate change, growth. Ensure that we consider the long-term consequences and impacts of threats and opportunities, integrated proactive solutions can be developed.

Our Core Behaviours – Expected of all our Employees (Linked to our Values):



Job Family specific Behaviours:

Achieving Results	Sets challenging goals for oneself that assist with professional and personal development and growth, understands performance expectations, effectively manages own time and resources to ensure tasks and responsibilities are completed effectively, efficiently, safely and to a high standard. <u>Core Behaviours:</u> • Sets performance standards and goals. • Prioritises • Ensures high quality output. • Delivers • Leverages resources • Celebrates successes and achievements
Customer Focus	Understands the customers of MDC and effectively meeting their needs, builds productive customer relationships and takes responsibility for customer satisfaction. <u>Core Behaviours:</u> • Establishes effective relationships. • Clarifies the situation. • Takes action. • Ensure customer satisfaction (win / win = public value) • Meets the needs of MDC

Commercial Decision Making	Demonstrates a strong understanding of MDC's strategic goals / vision / values, business strategies, operations and functions; draws from experience and utilises industry information; recognises when further investigation is needed before decisions are made. <u>Core Behaviours:</u> • Applies commercial understanding to maximise results and MDC reputation. • Understands all aspects and functions of MDC. • Understands Local Government • Makes decisions strategically ensuring the impact is considered. • Identify opportunities for the growth of MDC / District and its communities
Knowledge and Information sharing	Actively shares and contributes own knowledge, skills, and expertise to develop the knowledge, skills, and expertise of others. <u>Core Behaviours:</u> • Identifies opportunities to share knowledge with others. • Ensures understanding. • Offers feedback. • Encourages application of information and knowledge shared
Ongoing Learning and Development	Actively identifies new areas for learning needs to stay up to date and leading edge in area of expertise; regularly creates and takes advantage of learning opportunities; uses newly gained knowledge and skills on the job and learning through their application. <u>Core Behaviours:</u> • Targets learning and development needs. • Seeks learning and / or development activities. • Maximises learning. • Applies knowledge, skills, or expertise. • Openness to change and challenge
Teamwork	Identifies opportunities and takes action to build operational and strategic relationships between own area and other areas, teams, business units, or organisations to help achieve both business goals and Council goals. <u>Core Behaviours:</u> • Identifies collaborative opportunities. • Establishes relationships. • Formulates action plans. • Considers the impact of one's actions. • Monitors relationships and progress
Effective and Successful Communication	Recognises one's role in MDC's communication; clearly and succinctly conveys information and ideas to individuals and Council, communicates in a focused, appropriate and effective manner. <u>Core Behaviours:</u> • Takes initiative to share information. • Communicates appropriately.

	• Listens to and comprehends communication from others. • Delivers clear messages. • Communicates in an open, honest, and professional manner. • Ensures understanding. • Follows up
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I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Position holder signature

Date

Line Manager Name

Date

Line Manager Signature

Date