

General Information for the Position of Finance Clerk – Rates/Water & ICT Support Officer

Further Information can be obtained from:

Jillian Murray - (02) 6847 6600

115 Dubbo Street,
(P.O. Box 6)
WARREN NSW 2824

Phone: (02) 6847 6600

SCHEDULE 1

ADVERTISEMENT FOR THE POSITION

***Finance Clerk – Rates/Water &
ICT Support Officer***



Position Vacant

Finance Clerk – Rates/Water & ICT Support

Council has an exciting full-time opportunity available for a motivated and enthusiastic individual as a Finance Clerk – Rates/Water & ICT Support Officer.

As a member of the Finance and Administration Department, this position is responsible for performing rating and debt collection functions and processes, providing excellent customer service and support in ICT.

To be successful in this role, you will have a current driver's licence, high quality numeracy, communication and computer skills and the ability to work as a team member. Previous experience with rates functions would be advantageous, however it is not essential as Council will provide training for the successful applicant.

Employment Conditions

- Salary Range: \$1,310.30 - \$1,519.95 per week depending on qualifications and experience
- 11.5% superannuation
- 19-day month flexitime system – 35-hour week
- Leave provisions as per the Local Government (State) Award

The successful applicant will be subject to a pre-employment medical assessment prior to confirmation of employment.

Applications

An information package **must** be obtained by attending the Administration Office, 115 Dubbo Street, Warren or by visiting Council website <https://www.warren.nsw.gov.au/council/employment>

All applications should include a Resume and a completed 'Employment Application Form' (found in the information package) along with two (2) recent references/referees.

Applications can be lodged:

- Via mail – P.O. Box 6, Warren, NSW, 2824
- In person – 115 Dubbo Street, Warren, NSW, 2824
- Via email – hr@warren.nsw.gov.au

For enquiries, contact Jillian Murray on (02) 6847 6600.

Warren Shire Council recognises the skills and attributes of Veterans and welcomes applications from ex-service personnel.

Council is an Equal Employment Opportunity employer.

SCHEDULE 2

POSITION DESCRIPTION

***Finance Clerk – Rates/Water &
ICT Support Officer***

Position Description

Position Title:	Finance Clerk – Rates/Water & ICT Support Officer
Department:	Finance & Administration
Classification:	Administrative/Technical Band 2, Level 2 classification depending on relevant skills, experience and qualifications.
Grading:	Local Government (State) Award Progression between Grades 1-5 is in line with Council’s Salary System.
Hours of Duty:	19 day month flexitime system, 35 hour week 8.30 am start 5.00 pm finish, 1 hour lunch
Annual Leave:	4 weeks per year
Responsible Officer:	Divisional Manager Finance & Administration
Immediate Supervisor:	Treasurer

Position Objectives:

- To provide a high level of technical expertise in the levying and collection of rates, water billing and associated land sales and property matters.
- Promote a positive image of Council as an efficient caring service provider.
- Facilitate all areas of an ICT Support Officer Role across Council.

Licences, Qualifications and Experience:

Essential:

- School Certificate and two years commercial experience or Higher School Certificate
- Current Motor Vehicle Drivers Licence – Class C
- Commencement TAFE certificate IV or higher, Administration/finance/accounting or related field, or willingness to commence studies.

Desirable:

- Relevant experience within Local Government
- Commencement or willingness to undertake TAFE Certificate IV or higher, ICT related field of study.
- Knowledge of the Local Government Act - Rating and Valuation

Schedule of Duties:

- Maintain and control all aspects of the property, rates and water billing modules on Councils computer system.
- Prepare and distribute accounts for rates and water billing, collect overdue accounts.
- Respond to enquiries and provide procedural information.
- Prepare complex correspondence and reports.
- Provide administrative and operational support to the Finance and Administration department and the public.
- Undertake cashiering duties.
- Use Council's computer system efficiently and effectively.
- Attend meetings as required.
- Undertake relevant ICT Support functions in support of existing Managed ICT Service provider, this may include helpdesk support or hybrid arrangement with varying duties undertaken.
- Assist staff or other Divisions as directed.

Customer Service

- Project and promote the image of Council as both positive and efficient through maintaining professional standards and presentation.
- Attend to enquiries from internal and external customers promptly and professionally.
- Communicate effectively and sensitively with both internal and external customers.
- Objectively solve disputes and/or problems that may arise with internal and external customers
- Work cooperatively with other organisations

Work Health and Safety Responsibilities

All employees are responsible for WHS at Warren Shire Council and their duties include:

- Working in a safe manner without risk to themselves, others, Council's equipment or the environment;
- Reporting all WHS hazards and incidents to their supervisor;
- Reporting all injuries and illnesses to their supervisor and the Work Health Safety/Risk Officer within 24 hours;
- Providing suggestion, through agreed consultation method, on how to improve WHS issues;
- Seeking assistance if unsure of WHS procedures;
- Reporting any faulty equipment or plant to their supervisor;
- Participate in WHS consultation arrangements in your workplace;
- Complying with any Return to Work Plan if injured;
- Correctly using all personal protective equipment; and
- Complying with emergency and evacuation procedures.

Physical Demands

The position holder is required to be physically fit as they are likely to be exposed to a range of indoor activities and also prolonged sitting, close eye work; dealing with the public; meeting deadlines.

Key Accountabilities

- Adherence to authorised working hours
- Adherence to adopted safe working practices
- Adherence to adopted works specifications
- Adherence to adopted policies of Council
- Carry out duties as instructed
- Report any problems with plant and equipment, mechanical or otherwise,
- Advise your supervisor if unable to attend or complete work.
- Ensure all records are maintained
- Ensure harmonious and productive relationships exist with the Council staff
- Promote a positive image of Council

Output Measures

- Standard of workmanship
- Number of work safety incidents
- Record of staff matters
- Attendance record
- Presentation

Position Skill Descriptors - Operational Band 2, Level 2 (B2 L2):

Authority and accountability: Responsibility as a trainer/co-coordinator for the operation of a small section which uses staff and other resources, or the position completes tasks requiring specialised technical/administrative skills.

Judgement and problem solving: Skills to solve problems which require assessment of options with freedom within procedural limits in changing the way work is done or in the delegation of work. Assistance may be readily available from others in solving problems.

Specialist knowledge and skills: Positions will have specialised knowledge in a number of advanced skill areas relating to the more complex elements of the job.

Management skills: May require skills in supervising a team of staff, to motivate and monitor performance against work outcomes.

Interpersonal skills: In addition to interpersonal skills in managing others, the position may involve explaining issues/policy to the public or others and reconcile different points of view.

Qualifications and Experience: Thorough working knowledge and experience of all work procedures for the application of technical/trades or administrative skills, based upon suitable certificate or post-certificate-level qualifications.

Warren Shire Council

Competencies and Skills

Job Title: Finance Clerk – Rates/Water & ICT Support Officer
Band: 2
Level: 2

<u>Grade 1</u>	
Class C Drivers Licence	<input type="checkbox"/>
Proven literacy/grammatical skills	<input type="checkbox"/>
Proven numeracy skills	<input type="checkbox"/>
Basic knowledge of Windows operating system	<input type="checkbox"/>
Able to produce satisfactory correspondence using Word for Windows	<input type="checkbox"/>
Proficient in the use of telephone	<input type="checkbox"/>
Able to efficiently use office equipment	<input type="checkbox"/>
Able to reconcile daily cash receipting	<input type="checkbox"/>
Knowledge of Local Government Act - Rating and Valuation	<input type="checkbox"/>
Ability to communicate with the public	<input type="checkbox"/>
Understanding of WH&S	<input type="checkbox"/>
Understanding of the Privacy and Personal Information Protection Act 1998	<input type="checkbox"/>
Basic knowledge of Council's filing system	<input type="checkbox"/>
Basic understanding of Council's ledger accounts	<input type="checkbox"/>
Ability to work to predetermined deadlines	<input type="checkbox"/>
Knowledge of Anti-Discrimination Act & EEO Act	<input type="checkbox"/>
Proficient in use of emails (Microsoft Outlook)	<input type="checkbox"/>
Ability to input, update and produce rate and water billing notices	<input type="checkbox"/>
Ability to interpret Council's fees and charges	<input type="checkbox"/>
Implement/manage backup procedures and integrity	<input type="checkbox"/>
Basic knowledge of Council network (IP addresses, routers, modems, etc)	<input type="checkbox"/>

Warren Shire Council

Competencies and Skills

Job Title: Finance Clerk – Rates/Water & ICT Support Officer
Band: 2
Level: 2

<u>Grade 2</u>	
Demonstrated ability to cooperate and work in a team	<input type="checkbox"/>
Ability to work without supervision	<input type="checkbox"/>
Ability to negotiate satisfactory arrangements for collection of accounts	<input type="checkbox"/>
Knowledge of rate forecasting	<input type="checkbox"/>
Proficient in day to day processing of rates (eg. NO'S, S603, S10.7, Journals)	<input type="checkbox"/>
Ability to write concise correspondence	<input type="checkbox"/>
Ability to write straightforward reports	<input type="checkbox"/>
Understanding of the debt recovery processes	<input type="checkbox"/>
Proficient in day to day processing of water billing (Water Certificates, Meter removal/addition, journals)	<input type="checkbox"/>
Ability to balance and reconcile rates and water billing modules	<input type="checkbox"/>
Knowledge & understanding of Council's Records Management Policy and Procedures	<input type="checkbox"/>
Assist with administering e-mail system (Microsoft 365)	<input type="checkbox"/>
Assign Passwords and Maintain Various Systems Access	<input type="checkbox"/>
Hardware troubleshooting	<input type="checkbox"/>
Monitor Council's CCTV	<input type="checkbox"/>
Deploy or install software applications as required	<input type="checkbox"/>
Maintain ICT technical and procedural documentation	<input type="checkbox"/>
Domain administrator helpdesk troubleshooting	<input type="checkbox"/>
Maintain, update and administer Council's Social Media accounts (Website & Facebook)	<input type="checkbox"/>

Warren Shire Council

Competencies and Skills

Job Title: Finance Clerk – Rates/Water & ICT Support Officer
Band: 2
Level: 2

<u>Grade 3</u>	
Able to satisfactorily relieve in one other work area	<input type="checkbox"/>
Comprehensive working knowledge of spreadsheets	<input type="checkbox"/>
Ability to complete basic returns to various Government Departments (e.g. Pensioner estimates)	<input type="checkbox"/>
Comprehensive working knowledge of - Local Government Act - Rating and Valuation	<input type="checkbox"/>
Ability to calculate and produce rate forecasting	<input type="checkbox"/>
Full working knowledge of Council's debt recovery Policy & Procedures	<input type="checkbox"/>
Contribute to improvement in work methods and procedures	<input type="checkbox"/>
Ability to balance and reconcile land values	<input type="checkbox"/>
Ability to prepare & calculate Supplementary Levies	<input type="checkbox"/>
Maintain & Update position procedural manuals	<input type="checkbox"/>
Support the schedule and install software updates & upgrades on Council servers, workstations, laptops & tablets as required	<input type="checkbox"/>
Provide end-user training, support, advice and feedback	<input type="checkbox"/>
Commence certificate IV in Accounting/Finance/Business Administration or related ICT qualification	<input type="checkbox"/>
Recommend and purchase appropriate hardware and software within delegation, in consultation with Supervisor/Manager	<input type="checkbox"/>
<u>Grade 4</u>	
Ability to write complex correspondence/reports	<input type="checkbox"/>
Ability to create basic reports in Practical Query	<input type="checkbox"/>
Ability to complete all associated returns (e.g. Pensioner Claims, Statement of Compliance)	<input type="checkbox"/>
Complete 50% certificate IV in Accounting/Finance/Business Administration or related ICT qualification	<input type="checkbox"/>
Ability to commence and manage all debt recovery processes	<input type="checkbox"/>
Comprehensive knowledge of Council network	<input type="checkbox"/>

Warren Shire Council Competencies and Skills

Job Title: Finance Clerk – Rates/Water & ICT Support Officer
Band: 2
Level: 2

<u>Grade 4 continued</u>	
Consult technology users to ascertain needs and to ensure that facilities meet user or project requirements	<input type="checkbox"/>
Audit Database Access and Requests as required	<input type="checkbox"/>
Knowledge of and ability to use application and server monitoring tools, only as required	<input type="checkbox"/>
Complete 75% certificate IV in Accounting/Finance/Business Administration or related ICT qualification	<input type="checkbox"/>
Assist in maintaining accurate records of technology assets	<input type="checkbox"/>
Liaise with software providers to ensure integrity of Practical, Confirm & MapInfo systems or other key items as required	<input type="checkbox"/>
<u>Grade 5</u>	
Complete 100% certificate IV in Accounting/Finance/Business Administration or related ICT qualification	<input type="checkbox"/>
Ability to estimate, plan and model, manage IT budgets	<input type="checkbox"/>
Effectively engage with and support the management in rollout of new systems and software	<input type="checkbox"/>

SCHEDULE 3

Employment Application Form

***Finance Clerk – Rates/Water &
ICT Support Officer***

Privacy Statement:

As part of the recruitment process Warren Shire Council will be collecting information about you. This information is private information for the Privacy and Personal Information Protection Act. This information will be included in the recruitment file and accessed by Council Human Resources staff and members of the Recruitment Selection Panel. Applicants may request their information be returned to them at the conclusion of the recruitment process.

Personal Details * Required Fields

First Name*	Last Name*
E-mail*	
Phone*	Mobile
Street Address*	Postal Address*
City, Town, Suburb*	Postcode*
Country*	State*

Questions

<p>1. Please indicate your eligibility to work in Australia*</p> <p>a. Australian/New Zealand Citizen</p> <p>b. Permanent Resident</p> <p>c. Current Visa including Visa Class and duration (expiry date)</p> <p>d. None of the above</p>
<p>2. If you answered Current Visa or None of the above, please provide details of your eligibility to work in Australia including Visa date or issue and any Visa restrictions</p>
<p>3. Have you read and understood the position description and the requirements for the position that you are applying for? *</p> <p>a. Yes</p> <p>b. No</p>
<p>4. Have you ever previously been employed by Warren Shire Council? *</p> <p>a. Yes</p> <p>b. No</p>

5. If you answered Yes to the above question, please provide details of your employment (dates of employment and job/position title) *

6. Please explain your motivation for applying for this position and why you believe you are a suitable candidate*

7. Do you have any trade certificates, university or TAFE certificates or other (traffic control, etc.)? *

- a. Yes
- b. No

8. If you answered Yes to the question above, please outline your qualifications and your experience in relation to this position within Local Government*

Attach certified copies of all relevant documentation to this application*

9. What Class of motor vehicle driving licence do you hold? *

- a. None
- b. Class C
- c. Class LR
- d. Class MR
- e. Class HR
- f. Class HC
- g. Class MC
- h. Other (please explain)

State of Issue:

Expiry Date:

<p>10. Do you hold a SafeWork Construction Induction (White Card) or equivalent? *</p> <p>a. Yes (Number on Card)</p> <p>b. No</p>
<p>11. Have you had experience working in a team environment? *</p> <p>a. Yes</p> <p>b. No</p>
<p>12. If you answered Yes to the above question, please detail your experience including examples*</p>
<p>13. Excellent Time Management, Customer Service, and Conflict Resolution skills are essential in this role. Provide actual examples of your experience of these skills*</p>
<p>14. Equal Employment Opportunity - Please note that providing this information is voluntary, any information you provide will remain confidential and will only be used for the gathering of statistical data.</p> <p>Are you Male or Female?</p> <p>a. Male</p> <p>b. Female</p>
<p>15. Do you identify as Aboriginal or Torres Strait Islander?</p> <p>a. Yes</p> <p>b. No</p>
<p>16. Is English the primary language spoken at home?</p> <p>a. Yes</p> <p>b. No</p>

17. Do you have a disability?

- a. Yes
- b. No

18. If you answered Yes to the question above, please state what support or assistance you require in order to help through the recruitment process.

19. Have you ever been a serving full-time member of the Australian Defence Force, or a reservist on continuous full-time service?

- a. Yes
- b. No