

*General Information for the Position of  
Finance Clerk – Debtors/  
Relief Service NSW*

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**Further Information can be obtained from:**

Bradley Pascoe, Divisional Manager Finance and Administration –  
(02) 6847 6600

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115 Dubbo Street,  
(P.O. Box 6)  
WARREN NSW 2824  
[hr@warren.nsw.gov.au](mailto:hr@warren.nsw.gov.au)

Phone: (02) 6847 6600

*SCHEDULE 1*

*ADVERTISEMENT FOR THE POSITION*

*Finance Clerk – Debtors/  
Relief Service NSW*

## POSITION VACANT

### Finance Clerk – Debtors/Relief Service NSW

Are you detail-oriented, community-focused, and ready to take on a pivotal role in local government? We're looking for an enthusiastic **Finance Clerk - Debtors/Relief Service NSW** to join our team.

In this varied and rewarding role, you'll be responsible for daily cash receipting, raising of invoices for standard and non-standard revenues, responding to public enquiries with a positive attitude, processing Service NSW requests and will be experienced in general office duties, have excellent customer skills, and be competent in the use of computers. You will also hold a Class C motor vehicle licence.

The training for Service NSW requires you to be away for a total of 4 weeks.

#### **Employment Conditions**

Conditions of employment are in accordance with the Local Government (State) Award, and Council's Salary System within Operational Band 2, Level 1, with the current salary range between \$1155.40 - \$1340.26 per week, depending on knowledge and experience. Current Superannuation is 11.5%.

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 Centre, 115 Dubbo Street, Warren or by visiting Council website [www.warren.nsw.gov.au](http://www.warren.nsw.gov.au).

All applications should be addressed to the General Manager and include your Resume and the completed 'Employment Application Form' from 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](mailto:hr@warren.nsw.gov.au)

For enquiries contact Bradley Pascoe, Divisional Manager Administration and Finance on (02) 6847 6600.

*SCHEDULE 2*

*POSITION DESCRIPTION*

*Finance Clerk – Debtors/  
Relief Service NSW*

# Position Description

## Finance Clerk – Debtors/Relief Service

### NSW Agency

Department	Finance and Administration
Location	Warren
Classification/Grade/Band	Band 2 Level 1
Immediate Supervisor	Treasurer
Responsible Officer	Divisional Manager of Finance & Administration
Date position description approved	January 2021

### Council Overview

Warren Shire Council is a multipurpose organisation that provides services in the areas of roads, water, sewerage, waste management and recreational facilities. Our vision is to encourage community growth and development for present and future generations.

### Council Values

Commitment to Council's values of safety, harmony, integrity, respect, and engagement is essential to assist in delivering our vision to the community.

### Primary Purpose of the Position

Daily cash receipting, ensuring revenues of Council are maximised through the raising of invoices for standard and non-standard revenues.

To assist in achieving the goals of the Council and promote a positive image of Council as an efficient caring service provider.

### Physical Demands

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

## **Key Accountabilities**

Within the area of responsibility:

- Maintain and control all aspects of the Debtors module on Councils computer system.
- Provide general administrative to the Treasurer & Divisional Manager Finance and Administration.
- Participate in and promote a positive public image of the Council.
- Promote the Council as a caring service provider.
- Provide administrative and operational support to the Finance and Administration department and the public.
- Respond to routine enquires and provide procedural information.
- Prepare correspondence and reports.
- Prepare orders and vouchers and input data into Councils computer system.
- Reconcile the debtors system monthly and create statements for outstanding accounts.
- Develop a thorough working knowledge of all processing required in line with the procedures as set out by Service NSW.
- Assist with collection and register of Council inward mail on a daily basis as set out in Records Section procedures, in a relief capacity or as required.
- Assist with relevant correspondence matters and ensure it is placed on files, file card and cover marked and delivered to the relevant Officer on a daily basis, in a relief capacity or as required.
- Assist with carrying out monthly file reconciliation, in a relief capacity or as required.
- Assist with processing of file out tray items, ensuring they are collected morning and afternoon and files marked accordingly and replaced in Council filing cabinet on a daily basis, in a relief capacity or as required.
- Assist with ensuring that completed files are recorded and placed in Council's archives and these records are kept in order, in a relief capacity or as required.
- Undertake cashiering duties.
- Balance cash float and advise supervisor of any discrepancy.
- Attend meetings as required.
- Assist staff or other Departments as directed.
- Other duties as directed, within the ability and skillset of the incumbent.

## **Key Challenges**

- Ensure the timely and accurate management and processing of Council's debtors system;
- Developing and maintaining a thorough understanding of all Service NSW procedures;
- Utilising conflict resolution skills when dealing with difficult customers.

## **Key Corporate Responsibilities**

### **Work Health & Safety**

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

### **Customer Service**

Project and promote a positive and efficient image of Council through maintaining professional standards and presentation. Take a pro-active approach to providing excellent customer service to both internal and external customers.

- 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

### **Council's Policies and Procedures**

Comply with all Council Policies and Procedures which are relevant to the position. Identify where these are out-of-date and where improvement is needed.

### **Equal Employment Opportunity**

Comply with the requirements of the Anti-Discrimination legislation and Council's related Policies and Procedures. Take appropriate action to ensure a harassment free workplace.

### **Ethical Conduct**

Comply with the requirements of Council's Code of Conduct.

## Key Internal Relationships

Who	Why
Treasurer	<ul style="list-style-type: none"><li>• Respond to requests</li><li>• Report on outcomes</li></ul>
All Management and Other Staff	<ul style="list-style-type: none"><li>• Day to day communications regarding payment of accounts</li></ul>

## Key External Relationships

Who	Why
Council Debtors	<ul style="list-style-type: none"><li>• Receipt of payment of accounts</li><li>• Respond to enquiries</li></ul>
General Public/Customers	<ul style="list-style-type: none"><li>• Providing customer service in person, over the phone and through emails</li></ul>
Service NSW	<ul style="list-style-type: none"><li>• Respond to requests and report on operations</li></ul>

## Delegations of Authority

Delegations for this position shall be issued by the General Manager.

## Essential Requirements

1. School Certificate and two years relevant or related experience, or
2. Higher School Certificate
3. Current C Class Drivers Licence

## Desirable Requirements

- TAFE Accounting/Financial Services/Bookkeeping Course or similar







## Capabilities for the Role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce.

The Local Government Capability Framework is available at  
[https://capability.lgnsw.org.au/local\\_government\\_capability\\_framework.pdf](https://capability.lgnsw.org.au/local_government_capability_framework.pdf)

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	<b>Manage Self</b>	<b>Intermediate</b>
	Display Resilience and Adaptability	Adept
	<b>Act with Integrity</b>	<b>Adept</b>
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Intermediate
	<b>Community and Customer Focus</b>	<b>Adept</b>
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Intermediate
 Results	<b>Plan and Prioritise</b>	<b>Adept</b>
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Create and Innovate	Intermediate
	Deliver Results	Intermediate
 Resources	<b>Finance</b>	<b>Adept</b>
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate

# WARREN SHIRE COUNCIL

## Competencies and Skills

**Job Title:** Finance Clerk – Debtors & Relief Service NSW

**Band:** 2

**Level:** 1

<b><u>Grade 1</u></b>	
Current C Class Drivers Licence	<input type="checkbox"/>
Proven literacy/grammatical skills/numeracy skills	<input type="checkbox"/>
Basic record keeping	<input type="checkbox"/>
Demonstrated ability to cooperate and work in a team	<input type="checkbox"/>
Able to produce satisfactory correspondence using Word for Windows	<input type="checkbox"/>
Able to undertake daily receipting and reconcile daily cash receipting	<input type="checkbox"/>
Ability to communicate with the public	<input type="checkbox"/>
Understanding of WH&S requirements	<input type="checkbox"/>
Understanding of the Government Information (Public Access) Act 2009 (Old Privacy Act)	<input type="checkbox"/>
Basic knowledge of Council's filing system	<input type="checkbox"/>
Basic understanding of Council's General Ledger & Job Costing Modules	<input type="checkbox"/>
Basic understanding of Service NSW policies and procedures	<input type="checkbox"/>
Ability to work to predetermined deadlines	<input type="checkbox"/>
Knowledge of Anti-Discrimination Act & EEO Act	<input type="checkbox"/>
Ability to interpret Council's fees and charges	<input type="checkbox"/>
<b><u>Grade 2</u></b>	
Ability to work without supervision	<input type="checkbox"/>
Solid working knowledge of Councils debtors system and procedures	<input type="checkbox"/>
Ability to reconcile debtors system monthly and issue statements	<input type="checkbox"/>
Proficient in transferring and updating of online stores	<input type="checkbox"/>
Understanding of spreadsheets	<input type="checkbox"/>
Ability to Log on, send, print & reconcile daily reports from National Online	<input type="checkbox"/>
Knowledge & understanding of Council's records management Policy and Procedures	<input type="checkbox"/>
Ability to work autonomously with little supervision	<input type="checkbox"/>
Ability to write straightforward reports	<input type="checkbox"/>
Ability to follow and commence Debt Recovery Process per relevant Policy and Procedures	<input type="checkbox"/>

Maintain, update & reconcile loose tools register	<input type="checkbox"/>
Ability to provide general administrative support to Treasurer and Divisional Manager Finance & Administration	<input type="checkbox"/>
<b><u>Grade 3</u></b>	
Ability to successfully relieve in 1 other role of the department	<input type="checkbox"/>
Ability to register all inward/outward correspondence	<input type="checkbox"/>
Comprehensive working knowledge of spreadsheets	<input type="checkbox"/>
Maintain & update position procedural manuals	<input type="checkbox"/>
Ability to undertake and balance stores stocktake	<input type="checkbox"/>
Contribute to improvement in work methods and procedures	<input type="checkbox"/>
<b><u>Grade 4</u></b>	
Thorough working knowledge of Service NSW Agency policies & procedures	<input type="checkbox"/>
Ability to produce/create basic reports in Access	<input type="checkbox"/>
Full working knowledge of Council's debt recovery Policy & Procedures	<input type="checkbox"/>
Thorough working knowledge of Council's filing system	<input type="checkbox"/>
Ability to correctly allocate inward correspondence to relevant file	<input type="checkbox"/>
Completion of Certificate III in Accounting/Financial Services/Bookkeeping (or other agreed relevant Certificate)	<input type="checkbox"/>
<b><u>Grade 5</u></b>	
Completion of Certificate IV in Accounting/Financial Services/Bookkeeping (or other agreed relevant Certificate)	<input type="checkbox"/>
Ability to instigate legal proceedings and prepare appropriate forms for the Court System as per Council's debt recovery procedures	<input type="checkbox"/>
Ability to satisfactorily relieve in two other work areas	<input type="checkbox"/>
Ability to assist Treasurer	<input type="checkbox"/>

*SCHEDULE 3*

*EMPLOYMENT APPLICATION FORM*

*(Return this section with your Resume)*

*Finance Clerk – Debtors/  
Relief Service NSW*

# Employment Application Form

## 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>

<p>5. If you answered Yes to the above question, please provide details of your employment (dates of employment and job/position title) *</p>
<p>6. Please explain your motivation for applying for this position and why you believe you are a suitable candidate*</p>
<p>7. Do you have any trade certificates, university or TAFE certificates or other (traffic control, etc.)? *</p> <p>a. Yes</p> <p>b. No</p>
<p>8. If you answered Yes to the question above, please outline your qualifications and your experience in relation to this position within Local Government*</p> <p>Attach certified copies of all relevant documentation to this application*</p>
<p>9. What Class of motor vehicle driving licence do you hold? *</p> <p>a. None</p> <p>b. Class C</p> <p>c. Class LR</p> <p>d. Class MR</p> <p>e. Class HR</p> <p>f. Class HC</p> <p>g. Class MC</p> <p>h. Other (please explain)</p> <p>State of Issue:</p> <p>Expiry Date:</p>

<p><b>10. Do you hold a SafeWork NSW Construction Induction (White Card) or equivalent? *</b></p> <p>a. Yes (Number on Card) _____</p> <p>b. No</p>
<p><b>11. Have you had experience working in a team environment? *</b></p> <p>a. Yes</p> <p>b. No</p>
<p><b>12. If you answered Yes to the above question, please detail your experience including examples*</b></p>
<p><b>13. Excellent Time Management, Customer Service, and Conflict Resolution skills are essential in this role. Provide actual examples of your experience of these skills*</b></p>
<p><b>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.</b></p> <p><b>Are you Male or Female?</b></p> <p>a. Male</p> <p>b. Female</p>
<p><b>15. Do you identify as Aboriginal or Torres Strait Islander?</b></p> <p>a. Yes</p> <p>b. No</p>
<p><b>16. Is English the primary language spoken at home?</b></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 may 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**