

Position Description

Position title:	Finance Officer – Waste and Commercial Collections
Directorate:	City Wide Services
Service Unit:	Waste Services
Reports to:	Senior Administration & Office Coordinator
Direct reports:	Nil
Salary point:	10
Work location:	Summerhill Waste Management Centre
Date revised:	Sept 2021

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day-to-day interactions and everything we do.

What's it like working in Waste Services?

The Waste Services Service Unit is committed to providing waste minimisation and recycling solutions and ensuring the long-term sustainability of our waste management operations. The unit manages a variety of key service elements including kerbside collection, public place waste collection, landfill operations, education and engagement, administration and accounts, environmental management and business development. Customer service and responsiveness as well as a team culture that is performance based and promotes continuous improvement are fundamental in delivering on these elements and servicing our community.

What's the focus of this position?

Oversee financial data by maintaining high quality and accurate accounts and providing financial and business services to create and maintain revenue for Waste Services whilst maintaining confidentiality. Working as part of a team, the Finance Officer – Waste and Commercial Collections contributes to the efficient day-to-day running of the commercial and domestic accounts, produces financial reports, reconciliations, debt management and provides a high level of customer service whilst delivering the requirements of the unit in a professional manner. As part of skills-building and contingency planning there is a requirement to provide relief coverage in the Accounts and Systems Management Officer role.

What you'll be doing:

- Coordinate, create, review and process waste collection accounts and financial reports whilst ensuring compliance with CN procedures, policies and relevant legislation
- Undertake financial analysis, reconciliations, data validation and ensure chart integrity
- Provide accounting, financial and business services advice through analysing stakeholder requests and conversion into business/system improvements that support organisational objectives
- Provide accounting support to Business and Customer Support Team regarding Waste Accounts
- Interpret CN property rating structures for all Waste Accounts
- Complete timely and accurate account processing of bulk revenue invoices
- Provide effective customer service by communicating CN policies, procedures and Debt Management legislation
- Minimise the level of Waste Collection overdue debts, thereby maximising CN cash flow and investment opportunity
- Negotiate with ratepayers and other debtors and formulate disciplined yet manageable repayment arrangements whilst working in collaboration with CN Debt Management Team
- Recommendation on CN fees & charges for future changes to ensure CN remain competitive in the waste market.
- Provide comprehensive project plan for Sticker Verification Project (SVP) in a timely manner
- During SVP engagement provide guidance to SVP Team on current year project and provide additional work to ensure resources are utilized to full capacity
- Document and maintain CN Waste Collection Accounts Policies and Procedures
- Provide accounting support for processing of fortnightly and monthly Tipping Accounts and debt management
- Manage Waste Accounts Inbox (Collections and Tipping) ensuring the timely and accurate completion of all requests / queries
- Perform other duties that are within the limits of your skills, competence, training and / or experience as directed by Manager

The essentials you'll need:

- Class C driver's licence
- Tertiary level qualifications in finance, accounting or bookkeeping or equivalent experience
- Experience working with computerised accounts system
- Demonstrated research and account management skills, systems management, problem solving skills coupled with a strong ability to negotiate and liaise with various internal and external stakeholders
- Demonstrated ability to maintain complex spreadsheets and reports coupled with a high attention to detail to ensure accuracy and compliance as well as well-developed time management and organisational skills
- Demonstrated understanding, knowledge and experience to reference, interpret and administer policies and procedures with a focus on financial regulations, rating structures and invoicing
- Ability to exercise initiative and judgement and to maintain confidentiality
- Strong organisational skills with the ability to interpret available information and determine solutions when faced with conflicting and varied demands efficiently and accurately
- Ability to work as a team responsible for the finance and business support functions with a high customer service focus and an ability to think on your feet, work under pressure and always maintain a professional demeanour
- Demonstrated skills and knowledge of Accounting Systems, Microsoft Word, Outlook, financial, weighbridge and electronic document management systems



Other valuable skills you may have:

- Knowledge of City of Newcastle fees and charges
- Knowledge of weighbridge software systems
- Knowledge in the One Council Financial system
- Ability to work with minimum supervision
- Demonstrated knowledge and experience in a significant large-scale Waste Management collections and disposal operation preferably in local government context
- Previous experience of working in a similar role within local government

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	