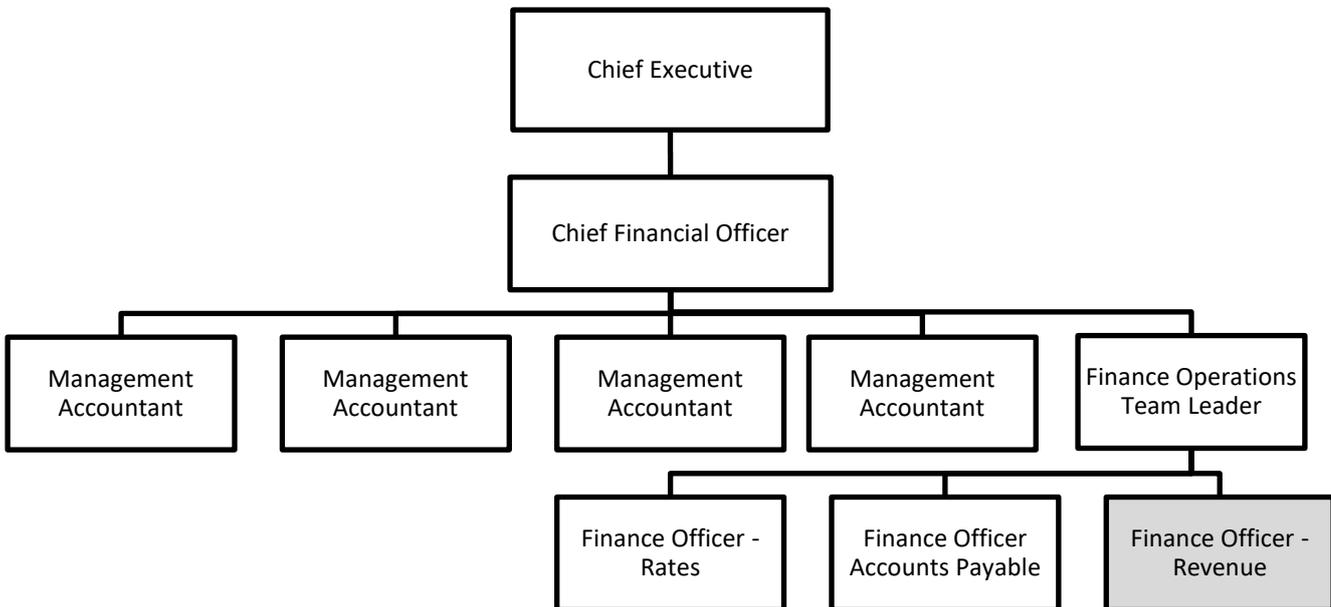


JOB PROFILE

Job title	Finance Officer - Revenue
Area	Finance
Reporting line	Finance Operations Team Leader
Staff responsibilities	None
Job purpose	To be responsible for the maintenance and processing requirements of the accounts receivable systems.
Location	Feilding

Reporting relationship



About us

Here at the Manawātū District Council, we strive to be a successful, future-oriented organisation providing services that benefit our communities to support a connected, vibrant and thriving Manawātū. Kia papa te tū, kia rangi te tiro. This whakataukī (proverb) describes our connection to our proudly rural roots, our beautiful town, villages and countryside, and describes our aspirations for our community.

The role

To manage and oversee the Council's accounts receivable processes, ensuring timely and accurate invoicing, effective debt recovery, and robust bank processing. This role also holds responsibility for monitoring sundry invoicing practices across the wider organisation, promoting procedural consistency, training staff, and supporting adherence to internal controls. A strong emphasis is placed on customer service, continuous process improvement, and collaboration across finance functions.

Key relationships

- All staff of the organisation
- Debt Management central
- Council suppliers
- Other local authorities
- Members of the public

Key responsibilities

Accounts Receivable and Invoicing

- Generate and issue invoices accurately and promptly in accordance with Council policies
- Ensure customer records are up to date and maintained in the financial system.
- Monitor receivables and follow up on overdue accounts with a focus on resolution and relationship management.
- Apply receipts and reconcile customer accounts, resolving discrepancies as required.
- Follow up on overdue accounts, initiating appropriate recovery processes with a focus on positive customer relationships
- Complete relevant reconciliations by due dates
- Regularly review and monitor system functionality and recommend sound enhancements
- Contribute to the implementation and ongoing development of assigned systems

Water Billing – Backup Support

- Act as a backup for the primary water billing officer during periods of leave or peak demand.
- Support the preparation and issuance of water usage invoices when required.
- Assist in resolving water billing queries and ensure continuity of service during cover periods.
- Maintain familiarity with water billing systems and procedures to ensure effective support.

Oversight of Sundry Invoicing Across the Organisation

- Monitor and support Council staff in other teams who generate sundry invoices.
- Ensure consistent use of correct invoicing procedures and financial system codes.
- Provide onboarding, refresher training and procedural guidance to non-finance staff issuing invoices.
- Conduct periodic reviews of sundry invoicing activity to identify discrepancies, training needs, or process improvement opportunities.
- Serve as the key point of contact for invoice-related queries from other departments.

Debt Management

- Monitor outstanding receivables, generate aged debt reports, and escalate non-payment issues according to Council policy.
- Manage aged debt reporting and escalate non-compliance or high-risk accounts.
- Liaise with internal and external stakeholders on recovery and resolution of outstanding debts, queries and disputes

Bank Statement Processing

- Perform daily bank reconciliations and ensure all cash receipts are correctly allocated.
- Investigate and resolve unidentified deposits or discrepancies in a timely manner.
- Escalate discrepancies or unusual transactions to Team leader.

Cash Management & Spot Checks

- Conduct periodic spot checks on cash floats across Council departments.
- Monitor and review adherence to Council cash handling policies and escalate any concerns.
- Provide support in developing or improving internal controls and best practices related to cash handling.

Customer Service

- Provide responsive and helpful service to internal and external customers regarding receivables and invoicing matters.
- Maintain a high standard of communication, ensuring that financial information is clear and accurate.

Process Improvement

- Continuously identify ways to improve receivables processes, reconciliations and internal controls.
- Contribute to system enhancements and testing where relevant.
- Document and update AR procedures and training materials in alignment with Council policies.

Support to Wider Finance Team

- Provide back-up support to the Accounts Payable Officer during leave or peak workload periods.
- Assist the rates and general finance teams as required.
- Collaborate with finance colleagues to ensure delivery of month-end and year-end tasks.

Personal attributes

- Strong attention to detail and a proactive approach to quality assurance.
- Confident in delivering training and communicating financial procedures to non-finance staff.
- Customer-focused, with a solutions-oriented mindset.
- Excellent interpersonal and relationship-building skills.
- Effective time management and the ability to prioritise work across competing deadlines.
- Comfortable using enterprise finance systems and Excel for reconciliation and reporting

Qualifications, knowledge and experience

- 3+ years in a financial processing or accounts receivable role.
- Experience with utility billing or local government water charges is an advantage.
- Demonstrated experience monitoring or training others in financial processes is desirable.

Emergency Management

All staff are required to support Council's response supporting the community during an emergency event. Your manager and the CDEM staff will work with you to identify what your specific role in the CDEM structure will be.

You will be required to:

- Undertake civil defence/emergency management training, as appropriate to your CDEM role
- Engage in exercises and other preparation activities
- Carry out any reasonable work during an emergency event as directed by the Controller or MDC/CDEM management, which may include tasks that are outside your normal responsibilities or working hours.

Other requirements

- Demonstrate our values of being professional, progressive, positive and people-focussed
- Demonstrate strong internal and external customer service ethics
- Participate in Civil Defence emergencies and exercises as required.
- Contribute to a safe and healthy workplace
- Actively participate in professional development
- Flexibility to work outside regular hours when necessary

Please note: Key areas of responsibility are likely to develop and change over the course of an employee's tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. In addition, employees may be asked to do tasks outside of this description as and when required.

Employee Name
Finance Officer - Revenue

Date

Amanda Calman
Chief Financial Officer

Date