

Position Description

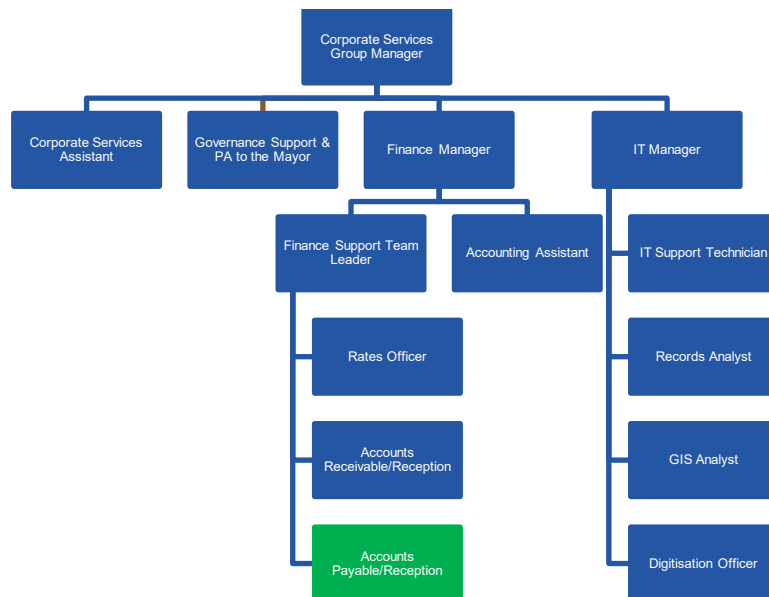
Position Details

Position title	Accounts Payable / Reception
Grade	9
Group	Corporate Services
Date reviewed	5 June 2026

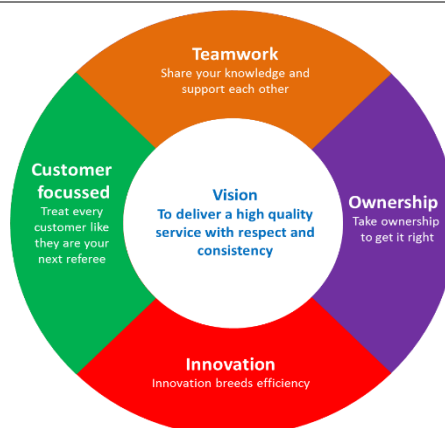
Purpose

The Accounts Payable / Reception is responsible for the efficient co-ordination of payment of suppliers, managing the associated records through MagiQ Electronic Purchase Order system and providing a supporting customer service role.

Structure



Staff Vision and Values



Key Internal and External Relationships

Internal Relationships	External Relationships
<ul style="list-style-type: none">• Corporate Services Group Manager• Finance Manager• Finance Support Team Leader• Corporate Services Team• Waimate District Council staff	<ul style="list-style-type: none">• Customers• Suppliers• Audit Office

Key Responsibilities

Accounts Payable

- Ensure the timely, accurate, and compliant processing of Council expenditure
- Process invoices in the Electronic Purchase Order (EPO) system, ensuring accurate capture of invoice data and metadata
- Monitor and resolve unallocated invoices, and provide support to staff with EPO-related queries
- Prepare payment batches and complete payment runs in a timely and accurate manner
- Ensure all payments are authorised in accordance with delegated authority levels and Council policy
- Administer the EPO system, including maintaining user access and approval delegations
- Provide guidance and training to staff on EPO processes and requirements
- Reconcile Council credit card expenditure, ensuring supporting documentation is complete and compliant
- Undertake supplier reconciliations and investigate discrepancies as required
- Maintain accurate and complete accounts payable records

Customer Service

- Deliver a positive and professional customer experience aligned with Council service standards
- Provide professional, timely assistance to customers via telephone and at reception
- Process payments received and balance funds accurately in accordance with Council procedures
- Respond to customer enquiries relating to rates, rates rebates, and general corporate services (including cemetery records)
- Maintain a broad understanding of Council services and confidently direct enquiries to the appropriate team
- Provide administrative support to Council staff requiring assistance from Corporate Services, including pool vehicle bookings
- Provide backup support across the Finance Support team as required

General

- Process daily banking and ensure accurate recording of transactions
- Monitor and administer the Council's general email inbox, ensuring timely and appropriate responses or allocation
- Coordinate the purchase and management of Council stationery supplies
- Provide administrative support for cemetery warrants
- Back-up support with incoming and outgoing mail
- Maintain up-to-date process documentation and procedures

- Identify opportunities for process, system, and service improvements, and support the implementation of approved changes
- Provide general financial and administrative support to the wider team as required

Health and Safety

The Health and Safety at Work Act 2015 places the onus of responsibility for health and safety on workers as much as the Council. It is imperative all workers actively participate in managing risks and hazards, reporting accidents, incidents and near accidents, and avoiding any action which may cause harm to themselves or others. This includes:

- Working in a safe manner to protect themselves, their fellow workers and all plant, property and equipment.
- Only operating equipment for which they have been trained and/or instructed in and hold appropriate authorisations for, or with specific supervision.
- Adherence to the relevant legislation, regulations, standards, rules, instructions, and best practice.
- Keeping their work area or equipment clean and tidy and maintaining a high level of housekeeping.
- Wearing appropriate personal protective equipment.
- Ensuring no acts or omissions while at work causes harm to themselves or any other person.
- Being familiar with all emergency equipment in the work area and all work-site emergency procedures.
- Not wilfully interfering with or misusing items or facilities provided in the interest of safety.
- Reporting all workplace illnesses, injuries, near misses and incidents as soon as possible using the reporting form and taking all reasonable action to eliminate their recurrence.
- Reporting any hazardous condition, situation or event.

Civil Defence/Emergency Response Duties

- All Council staff are expected to undertake appropriate training to prepare for a Civil Defence/emergency management event. In the event of an emergency or potential emergency, you must firstly have due regard to the safety of your family. You may be assigned duties to assist Council in managing the event.

Expected Behaviours

Core Behaviours	
Adaptability	<ul style="list-style-type: none"> • Willingness to accept changes and can readily reset their objectives, priorities and plans to accommodate new requirements
Communication	<ul style="list-style-type: none"> • Communicates messages in a clear, concise and consistent manner • Ability to communicate effectively with a wide variety of people • Uses the most effective method and style of communication for the audience and situation • Utilises effective listening skills and questioning techniques
Customer service	<ul style="list-style-type: none"> • Recognises the diversity of customers, and adapts approach and style to meet their needs

Core Behaviours	
	<ul style="list-style-type: none"> • Consistently demonstrates respect, responsiveness and professionalism while providing superior services for customers • Problems and complaints are acknowledged and attempts made to resolve them in a timely fashion, seeking advice from senior staff where required • Always complies with Council's confidentiality policy when dealing with customer information
Self-management	<ul style="list-style-type: none"> • Proactively plans work and manages competing priorities to ensure deadlines are met • Plans and utilises resources in the most effective and efficient way • Makes appropriate decisions, taking into consideration impacts and risks • Listens to and considers different viewpoints, remaining calm when challenged • Alerts manager when overloaded, stressed or having difficulty with specific tasks or areas of responsibility • Continually looks for opportunities to gain new knowledge and skills
Teamwork	<ul style="list-style-type: none"> • Is an active and contributing team player • Values diversity and supports different ways of working • Proactively shares information, ideas and experiences • Empowers others to succeed and to seek excellence • Credits others for their contributions and accomplishments

Role Specific Skills	
Decision-making	<ul style="list-style-type: none"> • Uses own judgement and experience to solve problems • Makes decisions on a timely basis
Innovation	<ul style="list-style-type: none"> • Continually reflects on how things could be done better • Adopts a positive and flexible attitude to improvement, change and challenges
Relationship building	<ul style="list-style-type: none"> • Builds and maintains professional and productive relationships • Demonstrates sensitivity to other groups and values diversity
Results focus	<ul style="list-style-type: none"> • Consults with and engages with relevant parties to identify solutions • Recognises when others need support to resolve a situation • Considers situations from different perspectives

Knowledge, Qualifications and Experience

Essential

- Effective administration and organisational skills, with the ability to manage competing priorities
- Strong attention to detail, maintaining a high level of accuracy, including during periods of high workload

- Proven experience in accounts payable within a business environment
- Confident user of business systems, with the ability to learn and adapt to new software and processes
- Proficient in Microsoft Office applications
- Strong written and verbal communication skills
- Demonstrated customer service experience, with a professional and approachable manner

Desirable

- Experience working in a local government environment or understanding of the local government framework
- Knowledge of broader financial processes and functions (e.g. accounts receivable, procurement)
- Experience using Electronic Document Management Systems (EDMS)

Approval

Accounts Payable / Reception

Name

Signature

Date

Human Resources Manager

Name

Signature

Date