Position Description

Position Title:	**Processing Officer**
Reports To:	Team Leader – Processing
Responsible For:	N/A
Group and Team:	Finance and Assurance – Financial Services
Children's Worker:	No
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

To maintain accurate and up-to-date property and financial information within the Council's databases and systems, ensuring efficient processing of accounts payable and receivable, and property management information. This role is crucial in supporting the Council's financial operations and property management functions, while providing high-quality customer service to both internal and external stakeholders.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Property Information/Database Maintenance

- Process property information accurately and efficiently.
- Update and maintain Council's computer and manual systems with current property information.
- Create property files for land subdivisions and other relevant transactions.
- Develop proficiency in the computer system used for property management.
- Assist in property numbering, street naming, and sign management throughout the district.
- Process notice of sales.

Accounts Payable

- Process invoices and credit notes accurately and efficiently, following best practice Procure to Pay processes.
- Check Accounts and departmental coding structures correctly, providing guidance to internal and external stakeholders including our suppliers.
- Prepare and submit standard payment batches for review within required timeframes.
- Prepare payment batches.
- Assist with creditor statement reconciliations and implementation of new accounts payable processes.

Accounts Receivable

- Process invoices and credit notes accurately and timely.
- Apply Chart of Accounts and departmental coding structures correctly, providing guidance to internal and external stakeholders.
- Ensure accurate processing of source documents into correct accounting entities.
- Maintain accurate Debtor Master files, adhering to appropriate separation of duties.
- Assist in debt collection within agreed timeframes, escalating issues when necessary.
- Support the reconciliation and distribution of monthly customer statements.

Accounts Financial Analysis and Reporting

- Analyse and rectify transaction processing errors using standard corrective procedures.
- Complete daily, weekly, and monthly reconciliation processes as agreed.
- Prepare and provide required monthly and year-end reports for the Finance team, Council, and associated entities.
- Assist in the preparation of monthly financial reports.
- Prepare accounts receivable and payable reconciliations.

Customer Focus

- Maintain high-quality property database operations, ensuring positive internal and external customer feedback.
- Meet deadlines efficiently, communicating proactively when adjustments are necessary.

Provide support, as and when able, across the Processing team

- Collaborate across all Processing team functions, providing flexible support and expertise as needed.
- Demonstrate adaptability in taking direction from various team seniors/leads.
- Ensure all work is completed accurately, efficiently, and in accordance with best practices and organisational standards, contributing to the overall effectiveness and cohesion of Finance Processing team.

Performance and Professional Development

- Proactively takes ownership of their performance and professional development. This includes setting goals, seeking feedback, pursuing learning opportunities, and effectively managing their workload.
- By being a self-starter and adapting to changing priorities, contributing to both their own growth and the overall success of the team and Council.

Note: *Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.*

What You Will Bring

The below qualities, knowledge and skills are the key focus for this position and are used to assess an applicant's suitability for the role and the incumbent's performance in the position.

Education and Qualifications

Essential:
NCEA or equivalent to level 2 with passes in English, Mathematics and Computing
A full NZ Driver's Licence

Desirable:
NZ Diploma in Business (Level 3 or higher) with a financial focus

Knowledge, Skills and Experience

Essential:
1-3 years' experience in a financial and/or administration function
Knowledge of valuation and/or land appellation systems
Demonstrated experience and understanding of information and record management, this includes accurate database and record maintenance and easy access to information
Demonstrated ability to self-lead by setting clear goals, taking initiative for personal growth, and adapting to changing priorities
Demonstrates a commitment to continuous learning, effective workload management, owning decisions and actions and building professional resilience
Demonstrated strong computer skills, especially accounting software and Microsoft Office
Demonstrated attention to detail and high level of accuracy in capturing information and presenting in a concise and clear manner
Demonstrate a commitment to understanding and meeting customer service needs
Well-developed organisational skills and ability to assimilate information
Ability to work independently and as part of a team
Ability to appreciate the significance of the work and role of Council as a whole
Good communication and presentation skills

Agreement

Employee

Name	*Sign*	*Date*

Manager

Name	*Sign*	*Date*

Note: *From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.*

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.