



Information Package

Debt Collections Officer

Written applications marked “**Confidential Application**”, to be addressed to:

**The Human Resources Manager
City of Armadale
Locked Bag No. 2
Armadale WA 6992**

Or email: hr@armadale.wa.gov.au

“Canvassing of Councillors will disqualify”

INFORMATION FOR APPLICANTS

Thank you for your enquiry regarding the advertised position. These notes are provided to assist you in preparing your application and to help the selection panel judge your application amongst the many others that will be received for the position. Further information regarding the City of Armadale can be obtained from Council's website www.armadale.wa.gov.au.

SELECTION CRITERIA

This is the most important part of your application. It is essential that the information you provide is clear, concise and most importantly relevant, so that the selection panel can readily assess your claim for the position. It is up to you to demonstrate to the panel that you understand the requirements of the position and that you have the necessary knowledge, experience and qualifications to successfully carry out the duties of the position. Here it must be noted that it is impossible to interview all applicants and therefore only those who best meet the criteria will be short listed for interview.

CURRICULUM VITAE / RÉSUMÉ

A brief summary of your relevant personal particulars, education (and qualifications) as well as your employment history should be attached to your application. Information provided should preferably relate to the position.

REFEREES AND REFERENCES

While the names of referees may have been asked for in the advertisement, these need not necessarily be supported by written references at the time of sending your application. However, if you choose to enclose written references, copies will suffice at the time subject to sighting originals at a later date. It is recommended that you advise your referees that you have nominated them as the Council may wish to contact them at a later date. The referees you nominate should be able to comment on your recent work experience.

OTHER DOCUMENTS

It is recommended that only copies of supporting documents be enclosed with your application so as to avoid loss or damage to originals. Nonetheless, the Council may ask to sight the originals at a later time.

APPLICATION FORM

Attached in this information package is an application form, this form assists in the processing of your application, please return with your completed application.

WRITTEN APPLICATIONS

The Council is pleased to accept all applications for the position and does not favour hand written applications over typed applications, or vice versa. However, all applications should be neat and legible for ease of reading by the selection panel.

LATE APPLICATIONS

In fairness to all applicants, late applications cannot be received but the Council will accept late applications when consent to such a request has been given by the Human Resources Manager. However, such permission must be sought by the closing date for applications.

POSITION ADVERTISEMENT

The City of Armadale has been recognised as one of the top five growth regions in the Perth metropolitan area. We're looking for someone to fill this rewarding position and become part of this growth!

Debt Collections Officer

This position is responsible for providing a professional rate debtor management and collection service. The successful applicant will possess considerable experience in rates debt recovery, sound numeric skills with excellent communication and conflict resolution skills, together with good computer skills.

This permanent, full-time position attracts a salary in the range of \$53,995-\$63,169 per annum plus superannuation up to 14%.

The City of Armadale is an age friendly workplace with a range of family friendly initiatives, a generous health & wellbeing program and flexible working hours arrangement. Details of other benefits offered are available in the information package.

All applicants should obtain an information package, a copy of which can be obtained from Council's website www.armadale.wa.gov.au, or by calling: (08) 9399 0676. Job specific information can be obtained by calling the Coordinator of Rating Services on (08) 9399 0660.

Applications should include a covering letter, statement addressing the selection criteria and a detailed resume, and be forwarded to The Human Resources Manager, City of Armadale, Locked Bag No 2, Armadale WA 6992 or email hr@armadale.wa.gov.au, to be received by 4pm Thursday, 23 February 2012.

RS TAME
CHIEF EXECUTIVE OFFICER

POSITION DESCRIPTION

1. TITLE

Debt Collection Officer (Rates)

2. DIRECTORATE

Corporate Services

3. DEPARTMENT

Finance Services

4. NUMBER IN POSITION

One

5. AGREEMENT

City of Armadale Enterprise Agreement 2010

6. CLASSIFICATION

Level 4/5

7. POSITION OBJECTIVES

Objective of the Position

- Provide a professional rate debtor management and collection service.

Within Section

- Create, implement and maintain procedures for the prompt and efficient collection of monies payable to the Council:
 - a) Rates – including letters, summons, property seizure and sale order and sale of land.
 - b) Sundry Debtors – issuing of summons.
- Assist in the maintenance of rating records.

Within Organisation

- Maximise collection of money due to Council.

8. ORGANISATIONAL RELATIONSHIP

Responsible to:	Co-ordinator of Rating Services
Responsible for:	Nil
Internal:	Development Services Directorate (Planning, Building & Health) Technical Services Directorate Community & Corporate Service Directorate (Administration, Finance & Computer Services)
External:	Court Officers Government Authorities Legal Representatives Other Local Government Authorities Process Servers Ratepayers and Clients Valuer General's Office

9. REQUIREMENTS OF THE JOB

Qualifications/Training/Experience

- Sound experience in collection and debtor management practices.
- Exposure to computerized office systems and ability to process and maintain data accurately.

Skills and Knowledge

- High level of communication skills both written and oral, including the demonstration of confident advanced telephone skills.
- High level of conflict resolution and negotiation skills.
- Substantial ability to work with and interpret relevant statutes, legislation and other legal documentation.
- Substantial knowledge and experience in court procedures and requirements.
- Ability to correct, organize and document information in regards to debtor control.
- Ability to set own goals and deadlines and the capability to work unsupervised to achieve in regard to debt control.
- Knowledge and experience in the use of Deskbank in relation to the processing of Direct Debit payment requests in conjunction with a working knowledge of bank processes an advantage.
- Problem solving ability.
- Knowledge of real estate, sales and settlement agent procedures.
- Ability to report accurately to management and Council providing background details, supporting evidence and recommendations.
- An understanding of debits and credits in relation to account reconciliations and journals and a working knowledge of relevant accounting principles.
- Developed computer skills.
- Developed keyboard and numeric skills.
- Effective time management skills.

10. EXTENT OF AUTHORITY

- Negotiation of arrangements for the payment of rates and charges.
- Determine and recommend which properties are to become the subject of legal action for the collection of rates.
- Initiation of legal action methods as required.
- Freedom to act within established guidelines and seek guidance if guidelines are not applicable.
- To be responsible for rates debtors collection services.
- Sign standard correspondence in relation to rates debt recovery.

11. KEY RESPONSIBILITY AREAS

11.1 Rates

- 11.1.1 Negotiation, approval and processing of rate payment arrangements.
- 11.1.2 Ensure compliance with the rate instalment plan.
- 11.1.3 Process collection of rates that are outstanding 3 years or more as per sections 6.64-6.69 of the Local Government Act, and/or by Local Court proceedings.
- 11.1.4 Prepare instructions to solicitors and agents for the sale of rateable properties, inclusive of advertising and co-ordinating property auctions.
- 11.1.5 Provide budget details as required by the Executive Director Community & Corporate Services, upon request e.g. legal costs, forecast of collection percentages, penalties.

11.2 Recovery

- 11.2.1 Maintain complete and accurate records relating to all recovery procedures.
- 11.2.2 Follow up recovery action including the commencement and control of legal action on outstanding rates assessments.
- 11.2.3 Attend Armadale Local Court for lodgement of documents to represent City of Armadale at functions such as pre-trial conferences.
- 11.2.4 Initiate recovery action of sundry debtors and hall bookings as required.
- 11.2.5 E lodgement of legal documents – summons to the courts.

11.3 General/Other

- 11.3.1 Prepare items and report for Co-ordinator of Rating Services as and when required.
- 11.3.2 Reply to correspondence in relation to rates debtor control.
- 11.3.3 Respond to counter and telephone enquires, and co-ordinate with rating and customer service officers when necessary.
- 11.3.4 Research and provide advice to Co-ordinator of Rating Services/Executive Manager Business Services regarding legal principles and recovery practices.
- 11.3.5 Liaise with and advise other Departments/Directorates with respect to ‘ recovery practices.
- 11.3.6 Other duties which fall within the scope and level of this position as directed by the Co-ordinator of Rating Services and the Executive Manager Business Services.

11.3.7 Comply with Occupational Health and Safety legislation and promote safe work practices.

11.3.8 Carry out duties in accordance with Equal Opportunity legislation and City's Code of Conduct.

Present Occupant: _____ (signature)

Supervisor: _____
Co-ordinator of Rating Services (signature)

Approved by: _____
Executive Director Corporate Services (signature)

Date Issued: _____ February 2012 Review Date: _____

This Position Description is only descriptive of the type of duties to be undertaken during the period of employment, and the employee accepts that the City of Armadale may require the employee to carry out any duties, which are within the employee's skill and competence.

SELECTION CRITERIA

ESSENTIAL

- Sound experience in collection and debtor management practices.
- High level of communication skills both written and oral, including the demonstration of confident advanced telephone skills.
- High level of conflict resolution and negotiation skills.
- Ability to work with and interpret relevant statutes, legislation and other legal documentation.
- An understanding of debits and credits in relation to account reconciliations and journals.
- Developed computer skills.
- Effective time management skills.
- Ability to work unsupervised in regard to debt control.

REFERENCES

The names and telephone numbers of at least two professional referees must be included on the application form and attached to your application.

CONDITIONS OF EMPLOYMENT

- Permanent, full-time position.
- City of Armadale Enterprise Agreement 2010 – Classification Level 4/5.
- 3 month probationary period that could be extended for a further three months (at the discretion of the Chief Executive Officer).
- Hours of work: 76 hours per fortnight.
- Flexible working hours arrangement.
- Superannuation up to 14%, depending upon employee contribution.
- Sick leave entitlement: 10 days per annum for the first 3 years, increasing to 12 days per annum thereafter.
- Personal carers leave.
- Annual leave entitlement: 4 weeks per year, plus 17.5% leave loading.
- Long service leave entitlement: 13 weeks after 10 years continuous service within WA local government. Long service leave can be transferred from one WA local government authority to another.
- Public holidays entitlement: 12 public holidays per year.
- Staff development/training – Annual Performance Reviews.
- Study leave and study fee assistance.
- Council supports wearing Local Government Corporate uniform with financial assistance and incentives for staff who choose to purchase uniform.
- MEDICAL - As part of the selection process applicants will be required to attend a medical examination with a medical practitioner appointed by Council.

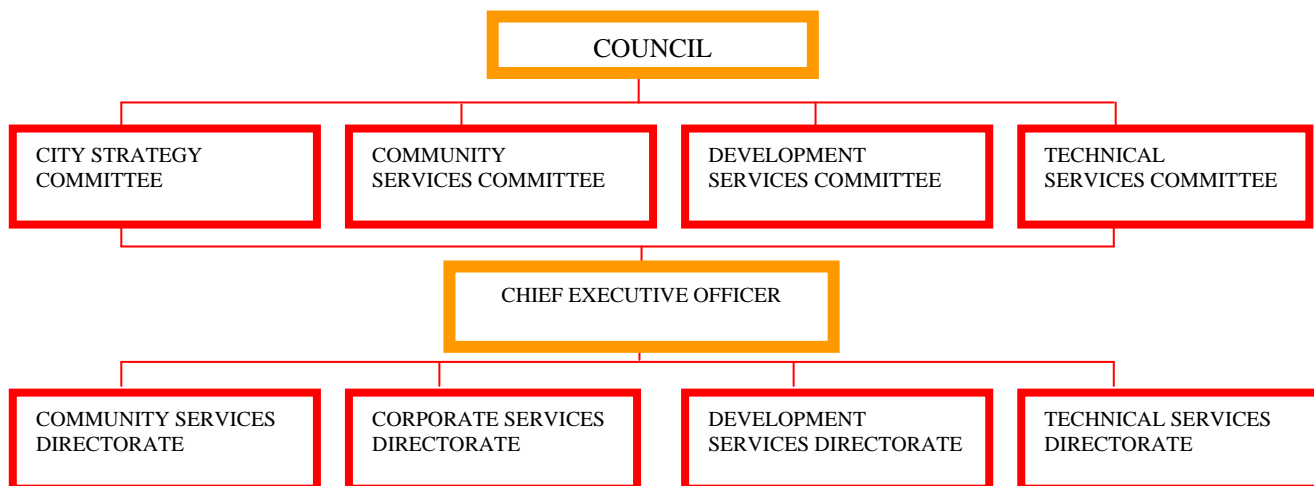
DO YOU WANT...

- ✓ Flexible working hours arrangements
- ✓ 1 Day off per Fortnight or Month
- ✓ Up to 19% Superannuation– Combined Contribution
- ✓ Carer's Leave
- ✓ Ability to Purchase Additional Annual Leave
- ✓ Deferred Salary Scheme – One Paid Year Off
- ✓ Free Staff Parking
- ✓ Health & Wellbeing Program
- ✓ Employee Assistance Program
- ✓ Up to 2 years Parental Leave
- ✓ 6 wks Paid Maternity Leave & 2 wks Paid Paternity Leave
- ✓ Ability to Cash Out Annual Leave
- ✓ Career Path Planning and Personal Development Opportunities
- ✓ Staff Training and Development
- ✓ Study Leave and Funding
- ✓ Phased in Retirement Scheme
- ✓ Competitive Salary - Annual Salary Increases
- ✓ Active Social Club
- ✓ Discounted Recreation Facilities Membership

7 Orchard Avenue
ARMADALE WA 6112

Locked Bag 2
ARMADALE WA 6992

Phone: 08 9399 0111
Fax: 08 9339 0184
E-mail: hr@armadale.wa.gov.au



DIRECTORATE RESPONSIBILITY

Chief Executive Officer's Office

- Civic Functions
- Corporate Leadership & Management
- Councillor Liaison
- Human Resources Management
- Public Relations/Marketing

Community Services Directorate

- **Community Development**
- Community Development Administration
- Community Planning & Development
- Community Safety
- Cultural Planning
- Disability Services
- Indigenous Services
- Seniors Services
- Youth Services
- Armadale Gosnells Volunteer Service
- Cultural Events

Library & Heritage Services

- Libraries (Armadale/Seville Grove/Kelmscott)
- Library Administration
- Museum & Heritage Services
- Visitors Centre

Ranger & Fire Services

- Animal Control
- Fire & Emergency Services
- Local Emergency Management
- Parking Control
- Ranger & Fire Administration
- Regulatory Services

Leisure Services

- Aquatic Centre
- Armadale Arena
- Environmental Recreation Programs
- Recreation Administration

Corporate Services Directorate

Administration & Governance Services

- Corporate Administration
- Corporate Governance
- Corporate Administration
- Council Elections
- Land Acquisitions/Sales
- Local Laws
- Property Leasing
- Records Management

Financial/Accounting Services

- Accounting & Audit Services
- Accounts Payable & Receivable
- Budget Preparation & Review

Corporate Services Directorate (ctd)

- Financial Planning
- Financial Reporting
- Insurance
- Rating

Information Technology Services

- Corporate Communication Equipment/Systems (Phone, Facsimile, Copiers & Scanners)
- Corporate Data Management
- Corporate Systems (Provision & Maintenance of & Software)

Development Services Directorate

Building

- Building Control
- Dividing Fences
- Swimming Pools

Environmental Health

- Administration of Health Act & By-Laws
- Health Education

- Immunisations
- Litter Control
- Noise Control

Environmental Matters

Planning

- Administration of Planning Responsibilities under Planning & Development Act And Metropolitan Region Town Planning Act
- Closure of PAW's and rationalization of Reserves
- Land Use Planning & Strategy
- Nomenclature
- Sign Control
- Subdivision

Technical Services Directorate

Engineering Works

- Drainage construction
- Footpath construction and maintenance
- Private Works
- Public utility re-instatements
- Road construction and maintenance
- Street furniture including bus shelters

Parks & Reserves Facilities

- Maintenance
- Planning & development of recreation areas

Technical Services Directorate (ctd)

- Reserve construction and maintenance including car parks
- Street trees
- Weed control

Professional Engineering & Admin Services

- Counter Disaster Committee
- Crossing places
- Easements/land acquisition
- Events on Roads
- Extractive Industries Licenses
- Road inventory, road data and other Compulsory statistics
- Street and traffic signs
- Street Lighting
- Street Stalls
- Road drainage investigation & design
- Supervision of Technical aspects of Subdivision
- Temporary road closures and obstructions
- Traffic Management
- Grants application

Property Management

- Construction, maintenance & hiring of Council buildings

Support Services

- Depot control
- Plant, equipment and vehicle purchase management

Waste Management

- Collection and disposal of refuse and liquid Waste
- Recycling

City Strategy Committee

- Economic Development
- Environmental Strategies
- Finance and Resources (See Note 3)
- Major Corporate Policy Issues (See Note 2)
- Major Regulatory Objectives
- National Competition Policy
- Organisation Structure
- Social Objectives
- Strategic Land Use Planning (See Note 1)
- Strategic Planning
- Various Reviews (See Note 4)

Note-1 Eg; setting of objectives for land and Transport planning on a regional scale And review of town planning priorities i.e. promotion of economic Development and design philosophies, Broad Environmental issues.

Note-2 Eg; Code of Conduct, Protocols

Note-3 Eg; Budget and rating strategies

Note-4 Eg; Statutory Compliance Review and Policy Review

2012

APPLICATION FOR ADVERTISED VACANCY

Position: Debt Collections Officer

Position Close Date: 23 February 2012

Family name:

Given name(s):

Title: (Mr, Ms etc)

**Contact address:
(include postcode)**

Phone number:

(home)

(work)

Mobile:

Email:

PLEASE TICK

Do you have Permanent Resident Status?

YES NO

If NO, do you have a current Work Visa? (*Attach copy*)

YES NO

Do you have a current valid Driver's Licence

YES NO

If YES – Licence Number:

Expiry Date:

Class(es):

Professional Referee's

Referee Name	Position	Company	Contact Number

CONVICTIONS

Do you have any current convictions for any offence from any court; or are you currently the subject of any charge pending before any court?
If **yes**, please give details;

YES NO

Please note: Possessing a criminal record does not necessarily make an applicant ineligible to be considered for a position at the City of Armadale. Any position that is carrying out "child-related work" must have a Working with Children check.

DECLARATION

I declare the above statements to be true in all aspects. I acknowledge that any statement, which is found to be false or deliberately misleading, may result in liability for dismissal.

Signature

_____/_____/_____
Date