Shire of Narrogin
*Love the life*




# Employment Package

## Finance Support Officer

**Your Career. Our Community. A Shared Future**

SHIRE OF NARROGIN | WESTERN AUSTRALIA

# Shire of Narrogin

## About Narrogin

Located approximately two hours southeast of Perth, the Shire of Narrogin is a vibrant regional community in Western Australia's southern Wheatbelt, surrounded by rolling hills, natural woodlands and rich agricultural landscapes. Situated on the traditional lands of the Noongar people of the Gnaala Karla Booja region, Narrogin is home to approximately 4,500 residents and serves as a key commercial, agricultural and service centre for surrounding communities. Combining country charm with modern conveniences, Narrogin offers an appealing regional lifestyle with easy access to Perth and neighbouring towns.

Narrogin offers excellent healthcare, education, retail and recreational facilities, complemented by a welcoming community and a strong regional economy. As a major service centre, the town provides diverse employment opportunities across local government, healthcare, education, agriculture and business. Working with the Shire of Narrogin offers the opportunity to build a rewarding career, develop professionally and make a meaningful contribution to the community. With its balance of career opportunities, essential services and relaxed country living, Narrogin is an ideal place to live, work and grow.

*A thriving regional community*

- Great location
- Strong community
- Lifestyle & recreation
- Excellent services
- Growing opportunities

## Working with the Shire of Narrogin

Governed by a Council of seven elected members, including a publicly elected Shire President, the Shire of Narrogin is committed to delivering quality services, supporting community wellbeing and promoting sustainable regional development in accordance with the *Local Government Act 1995*.

As an Equal Opportunity Employer, the Shire fosters an inclusive and collaborative workplace guided by five core values: Accountability, Respect, Excellence, Trust and Teamwork. Our employees play a vital role in serving the community while enjoying opportunities for professional growth and work-life balance.

The Shire offers a range of benefits and opportunities, subject to position and employment eligibility, including:

**Health and Wellbeing**
Health and wellbeing programs, including confidential counselling support.

**Recreation**
Discounted gym and swimming pool memberships at the Narrogin Regional Leisure Centre.

**Rostered Days Off (RDO)**
RDO and flexible working arrangements to support work-life balance.

**Superannuation**
Up to 15% employer superannuation contributions (12% statutory plus up to 3% matching for eligible employees).

**Leave Entitlements**
Annual leave loading and long service leave entitlements.

**Salary Packaging**
Salary packaging options available for eligible employees.

**Professional Development**
Training, professional development and study assistance.

**Career Opportunities**
Career progression and internal advancement opportunities.

# The Opportunity

This section outlines the position's key responsibilities, selection criteria, employment conditions and remuneration, together with information on the application process.

## Position Overview

| | |
|---|---|
| **Position Title:** | Finance Support Officer |
| **Department:** | Corporate Services (Finance) |
| **Responsible To:** | Corporate Services Coordinator |
| **Employment Type:** | Full-Time / Part-Time |
| **Hours of Work:** | 64 to 76 hours per fortnight |
| **Award Level:** | LGIA 2020 – NSI Award Level 4 |
| **Location:** | Shire Administration Building |

## About the Role

The Shire of Narrogin is seeking a capable and enthusiastic individual to support the delivery of essential financial and administrative services within its Corporate Services team.

This position supports the Shire's financial operations through debtor administration, banking, account reconciliations and general financial processing. The role also provides accounts payable relief coverage and delivers professional customer service, including Department of Transport licensing services.

The successful applicant will contribute to the efficient delivery of financial and administrative services while maintaining accuracy, confidentiality and a high standard of customer service.

## KEY RESPONSIBILITIES

- Process debtor invoices, statements, account adjustments and related financial transactions.
- Monitor debtor accounts, undertake reconciliations and follow up outstanding payments and enquiries.
- Assist with debt recovery processes in accordance with established procedures.
- Undertake monthly bank reconciliations and assist with end-of-month financial reporting.
- Provide accounts payable relief, including creditor invoice processing and payment preparation.
- Deliver professional customer service through telephone, email and front counter enquiries.
- Process Department of Transport licensing transactions, TransWA bookings and animal registrations.
- Maintain accurate financial records and supporting documentation.
- Provide general administrative and operational support to Corporate Services.

## QUALIFICATIONS

- Demonstrated experience in customer service, administration or financial processing.
- Experience in cash handling, receipting, balancing and maintaining accurate records.
- Proficiency in Microsoft Office applications and accurate data entry.
- Strong communication, organisational and time management skills.
- Ability to work independently, use initiative and contribute effectively within a team.
- Willingness to undertake Shire-funded Department of Transport licensing training and accreditation.
- Ability to obtain the required Police Clearance for Transport Licensing purposes.
- Experience in local government, debtor or creditor administration and records management is desirable.
- Knowledge of local community services and Department of Transport licensing functions is advantageous.

# The Package

## SALARY PACKAGE

| Component | $ Minimum (per annum) | $ Maximum (per annum) |
|---|---|---|
| Salary* | $51,910 | $51,910 |
| Over Award Payment | $11,915 | $14,879 |
| **Total Salary Payable** | **$63,825** | **$66,789** |
| Superannuation @ 12% | $7,659 | $8,015 |
| Matching Superannuation @ 3 % | $1,915 | $2,004 |
| Leave Loading 17.5%<br>(not payable to contract or casual employees) | $859 | $899 |

## ADDITIONAL BENEFITS

| Vehicle Provision** | Housing Allowance | Phone Allowance | Uniform Allowance | Gym Membership (full) 50% discount |
|---|---|---|---|---|
| N/A | N/A | N/A | $350 | $606 |

**Rostered Day Off**
19-Day Working Month (One accrued rostered day off every four weeks)

**Notes:**
* The package is calculated on a full-time wage of 76 hours per fortnight for a full year. Wages will be paid on actual hours worked.
** Unrestricted Private Use (radius if 250km) from Narrogin Townsite.

# HOW TO APPLY

### Application Requirements

- Current résumé.
- Cover letter outlining their interest and suitability for the position.
- Written response addressing the Selection Criteria in the Position Description.
- Contact details of at least two professional referees, preferably current or recent supervisors.
- Applicants must submit all required documents to be considered for the position. Candidates who demonstrate their suitability against the Selection Criteria may be shortlisted for an interview.

### Pre-Employment Checks

The preferred applicant may be required to undergo qualification, identity and employment history verification, National Police Clearance, medical assessment and drug and alcohol screening.

### Interviews

Applicants must provide a current phone number and email address. Shortlisted candidates may be invited to interview at the Shire Administration Office or the position's designated work location.

### Equal Employment Opportunity

The Shire of Narrogin is committed to equal opportunity, inclusion and merit-based recruitment.

### Application Submission and Enquiries

Email your application to hrpayrollofficer@narrogin.wa.gov.au. Applications will remain open until a suitable candidate is appointed.

For enquiries, visit www.narrogin.wa.gov.au or contact HR/Payroll Officer on (08) 9890 0900 or via email above.

# Position Description

## Finance Support Officer

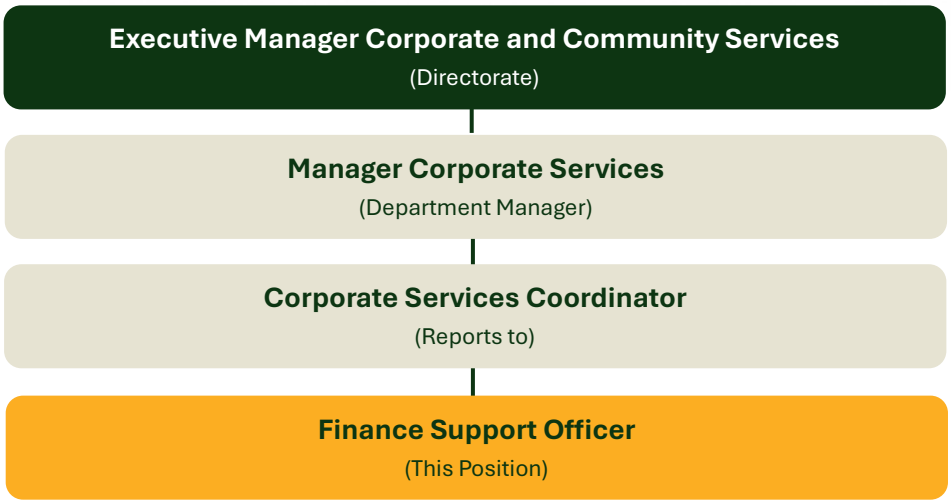
## POSITION DETAILS

| | |
|---|---|
| Position | Finance Support Officer |
| Directorate: | Corporate and Community Services |
| Department: | Corporate Services (Finance) |
| Position Classification: | LGIA 2020 – NSI Award Level 4 |
| Employment Type: | Full-Time / Part-Time |
| Location of Work: | Shire Administration Building |

## ORGANISATIONAL RELATIONSHIPS

| | |
|---|---|
| Responsible To: | Corporate Services Coordinator |
| Internal and External Liaison | |
| Internal: | Chief Executive Officer and Executive Team |
| | Shire of Narrogin Staff and Elected Members |
| External: | Ratepayers |
| | General Public |
| | Transport Licensing Customers |

## POSITION WITHIN THE ORGANISATION




## POSITION OBJECTIVES

- Provide accurate and timely debtor administration, including invoice processing, account reconciliations and the effective follow-up and recovery of outstanding debts.
- To undertake banking, bank reconciliation and associated financial administration processes, ensuring accuracy and compliance with established procedures.
- To deliver professional, efficient and customer-focused service to internal and external customers, acting as a welcoming and knowledgeable first point of contact for the Shire of Narrogin, including Department of Transport Services.
- To support the effective operations of Corporate Services by providing backup coverage for creditors processing and assisting with other financial and administrative functions.

## KEY DUTIES AND RESPONSIBILITIES

### Accounts Receivable

- Process debtor invoices, adjustments, and other related transactions accurately and in accordance with established procedures.
- Prepare and issue debtor tax invoices and statements within required timeframes.
- Monitor debtor accounts, undertake statement reconciliations and follow up outstanding amounts and account enquiries.
- Respond to debtor enquiries and assist with account-related matters.
- Undertake appropriate debt recovery action for overdue accounts, including issuing follow up correspondence and progressing accounts for legal action where required in accordance with Shire procedures.
- Complete monthly reconciliations of the debtor system and investigate and resolve identified inconsistencies.
- Maintain accurate debtor records and associated documentation.

### Banking and Financial Reconciliation

- Undertake monthly bank reconciliations and investigate or follow up outstanding items or variances.
- Ensure financial transactions are accurately recorded and allocated to the appropriate accounts.
- Maintain supporting documentation and financial records in accordance with Shire procedures.
- Assist with the preparation of end-of-month financial processes and reporting as required.

### Accounts Payable Relief Coverage

- Provide backup coverage for creditors processing during periods of staff absence ensuring continuity of the Shires accounts payable function.
- Undertake creditors processing as required, including invoice entry, coding, checking supporting documentation and preparing creditor payment batches in accordance with established procedures.
- Ensure creditor invoices are processed accurately and within timeframes with any discrepancies or queries followed up promptly.

### Customer Service and Front Counter Operations

- Provide a professional, friendly and efficient first point of contact for telephone, face-to-face and general customer enquiries.
- Respond to enquires or direct customers to the appropriate officer or department where further assistance is required.
- Process department of transport transactions and assist customers accessing these services.
- Take bookings and issue tickets for TransWA train and coach services.
- Provide relief and operational support to Customer Service Officers during breaks or periods of leave.
- Process animal registration applications, renewals and amendments, including issuing registration tags.

### General

- Demonstrate actions in keeping with our adopted Values, Council Policies, Executive Instructions and Code of Conduct and the highest principles of ethics and integrity.
- Other duties as outlined by Corporate Services Coordinator or Manager Corporate Services/

## SELECTION CRITERIA

### Qualifications

- No formal qualifications required.
- Willingness and ability to attend and successfully complete the Shire-funded, one-week Department of Transport Licensing training and accreditation program.
- Police clearance for Transport Licencing purposes.

**Essential**

- Demonstrated experience in customer service, including face-to-face, email, and telephone enquiries.
- Demonstrated administrative and financial processing skills, including cash handling, receipting and balancing.
- Well-developed computer skills including proficiency in Microsoft Office applications and accurate data entry ability.
- Well-developed communication, organisational and time management skills, with the ability to work independently, use initiative and contribute effectively within a team.

**Desirable**

- Experience working within a local government environment, with an understanding of local government processes.
- Experience in debtor, creditor, or other financial administration.
- Experience in records management and maintaining accurate administrative records.
- Knowledge of the local community, services, and department of transport licencing.

**Knowledge**

- Knowledge of Council's organisational structure and functions.
- Sound knowledge of local facilities, organisations and services provided within the community.
- Sound knowledge of Transport Licencing functions and regulations.
- Basic knowledge of records management.
- Physical requirements:
- The position is mainly desk bound with some standing to assist customers as required.

## EXTENT OF AUTHORITY

- Free to act within established guidelines and may exercise judgement in some circumstances.
- Undertakes routine administrative duties within the scope of the position and seeks guidance on matters outside established procedures or delegated authority.
- May exercise limited judgement in routine matters after appropriate training, with complex, disputed, sensitive or non-routine matters referred to the Corporate Services Coordinator.
- Within established guidelines, procedures and policies of the Shire as well as the statutory provisions of the Local Government Act and other legislation.

## WORK HEALTH AND SAFETY REQUIREMENTS

- Follow all Work Health and Safety legislation, Shire policies, procedures and reasonable instructions.
- Take reasonable care for own health and safety and ensure acts or omissions do not adversely affect the health and safety of others.
- Report hazards, incidents, injuries and near misses in accordance with Shire procedures and participate in required WHS training.




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Narrogin

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