

POSITION DESCRIPTION

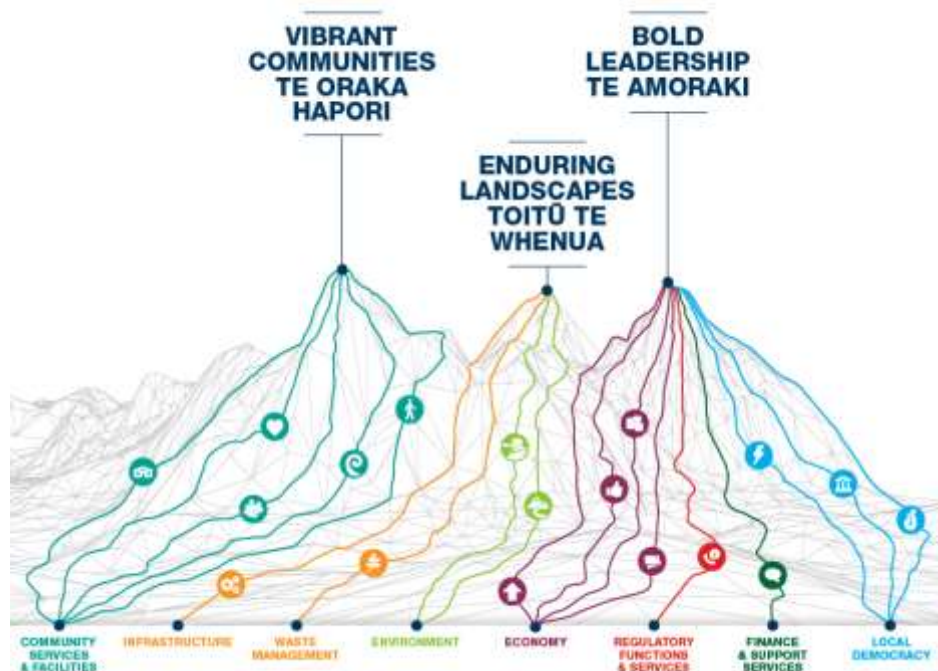
Position:	Finance Administrator - Property
Department:	Finance
Location:	Queenstown
Reports to:	Senior Accounts Receivable Officer
Date:	March 2021

BACKGROUND

Queenstown Lakes is a unique district with population and economic growth, coupled with an international reputation as a tourist destination that is unmatched. It has a relatively small number of residents (approximately 38,000 in 2018) but experiences 2 million + visitors every year.

The Queenstown Lakes District Council has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It is also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities.

The 2018-2028 Ten Year Plan aspires to create momentum in a range of areas through a focus on three peaks - enduring landscapes, bold leadership and strong and diverse communities. The 2018/2019 Annual Plan provides for a total of 380+ council staff.



VISION, MISSION AND VALUES

We're proud to be QLDC, and our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



PURPOSE

The Finance Administrator - Property position is responsible for providing finance processing support to the Property and Parks Department as well as the Finance Team.

The finance processing support will involve reconciling accounts relating to property leases of QLDC owned buildings, plus permits and licences for properties and reserves. The role also requires working closely with Property Managers, Financial and Management Accountants to ensure all property accounts are maintained and reconciled between accounting systems.

As a member of Finance processing team, this position will be required to carry out various accounting and clerical functions within the finance department, particularly as backup support to other areas of the finance team when required e.g. daily banking during peak bank allocation periods, 20th of the month and rate instalment dates.

KEY TASKS

The role is a mix of daily, weekly, monthly and ad-hoc duties.

Property Bank Account Transaction Processing

- Daily - Reconcile revenue within XERO and ReReleased for Property Accounts.
- Daily - Ensure bank transactions are downloaded and reconciled.
- Daily – Communication of payments to the property and parks teams, allocation and reconciliation of property bank account.
- Daily - Ensure accurate allocation of debtor receipts to invoices within Xero and Released
- Daily - All outstanding / unidentified items are followed up until resolved.
- Daily – Ensure all queries from customers and staff are dealt with promptly and appropriately
- Daily - Work with the Parks and Property Teams to ensure that reconciliations are accurate and investigate discrepancies.

Account Reconciliation and Debt Collection

- Weekly – Regularly review credit balances and process transfers or refunds, ensuring their timely clearance.
- Weekly – Regularly review QLDC internal accounts to ensure they are always processed in a timely manner and complete the appropriate follow up as required.
- Monthly – Distribution of monthly Property account statement and support for Accounts Receivable Team Statement processing.
- Monthly – Manage a debt collection process that follows up on all outstanding accounts; address customer queries and establish payment plans where appropriate.

Accounts Payable Support

- Daily - Process supplier invoices as they come in via email & post
- As Required – Respond to all accounts payable queries from suppliers and staff in a prompt and efficient manner.
- As Required – Set up new supplier accounts in the systems, ensuring we have the necessary documentation saved.
- As Required – Update the supplier accounts when information changes, to ensure that the account name, address, terms & conditions, and any other relevant information is up-to-date in the system.
- Always – maintain good relationships with QLDC's suppliers, understanding their business requirements so that we can work with them effectively, and escalating any troubles or disagreements in these relationships to the Transactional Team Leader.
- Monthly – record supplier statement balances in the payment spreadsheet and file supplier statements.
- Monthly - complete monthly supplier statement reconciliations and follow up on outstanding accounts and queries.
- Monthly - follow up with staff to ensure that all goods are receipted so that monthly payments can be made to clear outstanding supplier balances.

Support QLDC Main Bank Transaction Processing

- As Required - Ensure bank transactions are downloaded from bank and uploaded into QLDC systems.
- As Required – Support AR to allocate banking when there are high volumes of transactions. Check remittances and contact customers to query payments received that remain unallocated.
- As Required - Follow up on all outstanding / unidentified items on the bank statements until resolved.

Other Responsibilities

- Assist finance team with production of financial reports and other tasks as required.
- Promote good team engagement in the Finance Team, and within Council as a broader team.
- Documentation of processes performed within the role and regularly review and update as required.
- Support the finance team when other members are on leave or positions are vacant.

Customer Service

- Establish ongoing dialogues with internal customers and external customers ensuring delivery satisfaction and value-added service.
- Cultivate a professional and positive image for QLDC.
- Embrace the QLDC customer service values as follows:
 - Helpful – assist with the resolution of issues or problems, and contribute valuable, useful advice where possible.
 - Responsive – ensure requests are acknowledged or communications returned quickly.
 - Respectful – cultivate a genuine, warm and friendly approach and ensure that sincere interest and cooperation is shown when assisting with customers.

Health, Safety & Wellbeing (HS&W)

- Support HS&W culture - familiarity with relevant policies and procedures.
- Being aware of responsibility for HS&W/ACC - compliance and self-responsibility.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.

Corporate Responsibilities

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

KEY RELATIONSHIPS

Internal:

- General Manager, Finance, Legal & Regulatory
- Property Manager and Administrators
- Parks Manager and Administrators
- All Finance Team Members
- All QLDC Staff

External:

- Ratepayers and customers
- Consultants, contractors and suppliers
- Lawyers & Banks
- Auditors

ACCOUNTABILITIES AND DELEGATIONS

Financial Authority

- No financial delegations

Staff Authority

- No staff management responsibility

PERSON SPECIFICATION

Education

- Minimum education Level 4 NZQA qualification required in a relevant discipline.

Experience

- Proven experience (minimum of 2 years) in an office administration, finance, or customer service.
- Previous experience working in Property Administration or Local Government highly desirable.
- Strong numerical skills.
- Experience using Xero, Released and/or Technology One highly desirable.
- Demonstrated experience in a range of desktop applications including Microsoft Office.
- Demonstrated planning and organisational skills with an excellent eye for detail. Ability to effectively multitask.
- Proven ability to establish and maintain effective relationships with customers and gain their trust and respect.
- Demonstrated ability to take on responsibility and use initiative to prioritise work effectively under pressure and to tight deadlines.

- Demonstrated experience in process/system improvement and implementation of new systems and process documentation.
- Well-developed communication skills, both written and verbal.
- Excellent interpersonal skills. Relates well to all kinds of people.
- Conveys a professional and positive image, with a courteous and efficient manner.
- Highly motivated, achievement-oriented and innovative professional.

COMPETENCIES

Core competencies for all employees of QLDC:

Customer focus	Is dedicated to meeting the expectations and requirements of internal and external customers; Gets first hand customer information and uses it for improvements in products and services; Acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
Action Oriented	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
Drive for results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Integrity & Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Relationship Management & Teamworking	Relates well to all kinds of people, up, down, sideways, inside and outside of the organisation; Builds appropriate rapport quickly; Builds constructive and effective relationships; Uses diplomacy and tact; Can defuse high tension situations comfortably.
Health & Safety	<ul style="list-style-type: none"> • Ensures compliance to all legal/statutory and company requirements for Health and Safety • Adheres to all QLDC's Health & Safety policies and procedures • Is actively involved in QLDC's health and safety systems • Reports any pain, discomfort or other health & safety concerns as soon as possible • Ensures all accidents, incidents and hazards are reported using QLDC's Health & Safety reporting procedures

Competencies specific to the role:

Problem Solving	Uses rigorous logic and methods to solve difficult problems; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Informing	Provides the information people need to know to do their jobs; Provides individuals with information so that they can make

	accurate decisions and give appropriate advice to others; is timely with information
Detail focus	Attention to Detail/Quality of work output. High concern for accuracy whilst working in a timely manner. Remains ever vigilant for errors, identifying potential problems as well as resolving inaccuracies and mistakes.
Timely Decision	Makes decisions in a timely manner, sometimes with incomplete information under tight deadlines and pressure; able to make a quick decision