



## POSITION DESCRIPTION

<b>POSITION:</b>		Finance and Administration Officer			
<b>POSITION NO:</b>		705314	<b>CLASSIFICATION</b>		Band 5
<b>DIVISION</b>		City Works & Assets			
<b>BRANCH</b>		Leisure & Recreation Services			
<b>UNIT:</b>		Yarra Leisure			
<b>REPORTS TO:</b>		Business Support Team Leader			
<b>POLICE CHECK REQUIRED:</b>	Yes	<b>WORKING WITH CHILDREN CHECK REQUIRED:</b>	Yes	<b>PRE-EMPLOYMENT MEDICAL REQUIRED:</b>	No

### POSITION OBJECTIVES

- To coordinate all financial related functions for the branch, including but not limited to customer related issues, direct debit collections, debt reduction, refunds and daily cash reconciliations.
- To provide feedback to the respective Team Leaders of respective portfolios on the performance and training of financial administration functions and procedures completed by front of house staff.
- Undertake a broad range of Administrative tasks as directed by the Business Support Team Leader and Customer Experience Coordinator.
- To actively participate in the Business Support team goal to provide internal support to the wider Leisure Services Branch and the activities rolled out to members and the community,

### ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The Richmond Recreation Centre along with the Collingwood Leisure Centre, Fitzroy Swimming Pool, Collingwood Estate Gym and Burnley Golf Course form the Yarra Leisure Branch.

As part of the City Works & Assets division, the centre has a commitment to improving both the physical and mental health of the community.

## **ORGANISATIONAL RELATIONSHIPS**

<b>Position reports to:</b>	Business Support Team Leader
<b>Position Supervises:</b>	Nil
<b>Internal Relationships:</b>	Senior Leisure Facilities Staff All Team Leader's at Yarra Leisure Council finance department
<b>External Relationships:</b>	Members/Customers of the Facilities Government and Commercial agencies

## **KEY RESPONSIBILITIES AND DUTIES:**

To coordinate all financial related functions for the branch, including but not limited to customer related issues, direct debit collections, debt reduction, refunds, and daily cash reconciliations.

- Be responsible for membership account queries from a financial perspective.
- To respond to issues concerning direct debit billing, suspensions, cancellations, refunds and any special consideration requests.
- Follow through enquires and feedback from customers to ensure that a resolution has been achieved in relation to memberships requests and refunds.
- Coordinate the direct debit process on a fortnightly basis for 5500 + members  
Conduct pre-debit reporting.
- Coordinate the Direct Debit rejection process on a fortnightly basis and liaise with Finance Department.
- Implement approved protocols and procedures to follow up debtors and minimise levels of outstanding debt
- Coordinate invoices for insurance memberships by liaising with Finance department and insurance companies.
- Assist processing of Yarra Leisure email inbox, CI tasks, SSR dashboard and Oracle with regards to general enquiries and membership requests where required.
- Communicate issues and problems to Business Support Team Leader in relation to finance and administration procedures.
- Review and analyse daily end of shift reconciliation and provide feedback to the relative front of house Team Leaders in relation to daily cash up.
- Provide income reports on daily income to the Finance Department of the City of Yarra on a weekly basis.
- Provide financial analysis on discrepancies, refunds and rejections on a fortnightly basis.
- Provide fortnightly figures on direct debit income for memberships and swim school.

- Liaise with Finance Department of City of Yarra on banking issues, discrepancies and other Yarra Leisure financial issues including internal and external audits.
- Follow up with financial institutions regarding merchant issues and errors.
- Update required reports as specified by the Business Support Team Leader and Customer Experience Coordinator.

**To provide feedback to the respective Team Leaders of all front of house officers on the performance and training of financial administration functions and procedures.**

- Provide feedback to the front of house Team Leaders on the performance of the customer service team and duty managers, in relation to cash handling, banking and membership data entry.
- Develop training content to train staff in areas of membership administration, cash handling and banking procedures to allow Team Leaders to monitor their ongoing performance in conjunction with the requirements of the front of house teams.
- Provide feedback to the Business Support Team Leader on the performance of all front of house cash handling
- Take part in any other duties as required.

**Undertake a broad range of Administrative tasks as directed by Services & Support Coordinator.**

- Manage the ordering of financial stock, as needed and make changes to till reconciliation form layout as required.
- Monitor change bag and float movements, discrepancies and follow up with staff as required.
- Determine appropriate storage and archiving methods of financial records on a regular basis.
- Assist in the development and implementation of Yarra Leisure policies and procedures.
- Support Yarra Leisure organisational initiatives and strategies.
- Assist the relevant service areas with implementing the strategic management of short- and long-term projects within the business unit.

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- The Finance and Administration Officer is directly accountable to the Services & Support Coordinator. Providing efficient and effective assistance in the coordination and maintenance of administration functions and the evaluation, development and improvement of Service & Support Systems.
- Assist the Services and Support Coordinator in the leadership of Service and Support team.
- Report regularly to the Services & Support Coordinator to ensure adherence to goals and objectives.
- To participate in a roster of senior staff, where required, acting as support for front of house staff, and if necessary, provide supervisory oversight, to ensure that the centre functions as a safe, efficient and effective operation that provides a customer focussed service at all times.

**Safety and Risk**

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.

**Sustainability**

- Embrace the following Sustaining Yarra principles through day to day work:
  - Protecting the Future
  - Protecting the Environment
  - Economic Viability
  - Continuous Improvement
  - Social Equity
  - Cultural Vitality
  - Community Development
  - Integrated Approach

**Yarra Values**

- Behave according to the following values which underpin our efforts to build a service-based culture based on positive relationships with colleagues and the community:
  - Respect
  - Courage
  - Accountability

**JUDGEMENT AND DECISION MAKING:**

- The Finance and Administration Officer is expected to exercise judgement in applying established procedures and practices to the day to day coordination and maintenance of the leisure facilities Service and Support Systems.
- The Finance and Administration Officer is also required to exercise judgement in evaluating and recommending to the Business Support Team Leader and Customer Experience Coordinator improvements to Leisure Facilities operation from a finance and administration perspective.
- Makes recommendations relating to the overall effectiveness of finance and administration processes for Business Support.

## **KEY COMPETENCIES**

### **SPECIALIST SKILLS AND KNOWLEDGE**

- Knowledge of front of house cash management procedures, including daily banking, change bag maintenance and cash reconciliation
- Knowledge in financial analysis and reporting.
- Knowledge and experience in processing direct debits
- Knowledge and experience in handling debtors and managing debt
- Extensive understanding and application of computer skills including centre management software.
- Commitment to service ethics and personal service excellence.
- Commitment to ongoing professional development.
- Ability to write internal reports and to draft correspondence.
- Good oral and conflict resolution skills.
- High organisation and administration skills.
- Applied computer skills.
- Knowledge of industry regulations such as PCI compliance and storage of financial records
- Knowledge and ability to work with a diverse range of members and patrons.
- Ability to diffuse difficult situations/customers with diplomacy and tact.
- The successful applicant will be required to work across multiple venues The Finance and Administration Officer will be required to follow all relevant policies and procedures in line with Quality Assurance (ISO 9001).
- The Finance and Administration Officer will comply with City of Yarra Leisure Service procedures for safety, training, purchasing, document control, internal quality audits, corrective and preventative action, customer complaints and control of non-conforming products and services.

### **MANAGEMENT SKILLS**

- To participate in a roster of senior staff, where required, acting as front of house office support ensuring the immediate routine, safe, efficient and effective operation and supervision of the facility, its staff and users.
- Ability to immediately and effectively manage operational and safety crises at any point in time.
- Ability to effectively plan and prioritise work.
- The position requires time management skills for planning and organising the workload setting objectives of others efficiently.
- Ability to plan, prioritise and organise work, both on an individual and team basis, within a set timetable and in a team environment of change and competing demands.
- The Finance and Administration Officer has the priority to process and ensure daily cash and bank reconciliations meet finance audit committee requirements.
- Commitment to quality and customer service delivery.

### **INTERPERSONAL SKILLS**

- Ability to gain the co-operation and assistance of a range of people, including other staff, residents, consultants, schools, parents, etc. in the administration of well-defined activities.
- Finely tuned communication skills with the ability to manage difficult customers and complex situations.

- Ability to liaise with other employees to resolve intra-organisational issues and counterparts in other organisations to discuss specific matters.
- Skills in report writing and the preparation of external correspondence.
- Ability to work well as part of a team providing leadership, enthusiasm and motivation.
- Analytical skills

## **QUALIFICATIONS & EXPERIENCE:**

### **ESSENTIAL**

- Tertiary qualifications in a relevant discipline or extensive Leisure experience.

### **DESIRABLE**

- Pool Lifeguard (desired).
- First Aid Certificate / Pool lifeguard CPR / Level 2 or equivalent.
- Advanced knowledge of Perfect Gym facility management system.
- Advanced knowledge of MS Excel.
- Experience with MS Access.
- Experience with MS SharePoint
- Experience with O365

## **KEY SELECTION CRITERIA**

- Experience in coordinating financial related functions, including but not limited to customer related issues, refunds, and daily cash reconciliations within a medium sized business; multi-faceted business experience desired but not essential.
- Experience with direct debit billing processes, debit rejection and managing debt reduction including financial reporting and monitoring finance KPI's
- Experience with Exposure to Perfect Gym management software and or relevant POS software and high-level computer skills.
- Experience in developing implementing and reviewing administration procedures including implementing and reviewing finance & administration training content.
- Experience with participating in a high-achieving team environment and contributing to an inclusive and positive culture.