

Business Administration Trainee

Financial Services

Finance

About the role

The role of Business Administration Trainee will provide administrative support to the Financial Services department. Council will support the incumbent to complete a Certificate II & III in Business Administration.

The role is expected to contribute to the efficient administration, collection and reconciliation of Council's revenue streams, including fees and charges, sundry debtors, along with working alongside Council's Rates Officer.

The incumbent will also have the opportunity to develop their customer service skills by providing efficient, courteous and effective reception and cashiering services to customers. This role also provides for the opportunity to learn about Local Government and the important role Council partakes within the Community.

Role specific accountabilities

- Administer the billing and collection of rates, charges, fees, and sundry debtors in accordance with legislative requirements and Council policies.
- Assist the Rates officer in maintaining and updating property, debtor, and revenue records in Council's financial management systems.
- Prepare and issue accounts, statements, and notices, including rates instalments and invoices.
- Monitor outstanding accounts and coordinate debt recovery processes, internally and externally via a third party, in accordance with policies and legislative requirements.
- Participate in the management of end of month (EOM) processes including reconciliations ensuring that information is available for reporting in a timely manner.
- Prepare relevant debt management reports including the status of debt collection activities
- Respond to enquiries and resolve issues in a timely and customer-focused manner.
- Provide frontline customer service assistance where required.
- Any other duties as reasonably directed.

Enterprise specific accountabilities

All employees have enterprise wide accountabilities for which they are responsible. These include:

- Taking care of your own health and safety and the health and safety of other people.
- Delivering positive outcomes for the Burnie community by taking a customer-centric focus in everything you do.
- Contributing to the achievement of Council's overall strategy and operating deliverables.
- Demonstrating constructive behaviours in line with Council's Behaviours Framework to build and nurture a strong and positive workplace culture that embraces teamwork and shared values; and
- Complying with all obligations necessary including abiding by relevant laws, legislation, regulations, standards, codes and Council's policies and procedures, in particular Council's Code of Conduct.

To be successful

- Commitment to complete Certificate II and III in Business Administration
- Well-developed written and verbal communication skills
- Able to demonstrate initiative and organisational skills
- Well developed computer skills, particularly in Microsoft Office
- Ability to work productively as a member of a team and individually

Who you will work with

Reports to:	Finance Manager
1-Up Leader:	Executive Manager Financial Services
Leads:	Not applicable

This role reports directly to the Finance Manager and is expected to work closely with them, the broader EMT, and a range of internal and external stakeholders to support Council in achieving its strategic and operational objectives.

You are expected to work collaboratively and inclusively with all internal and external stakeholders, effectively communicating and building trust through mutual respect and accountability.

Other important information

Location: City Offices

Employment type: Full-Time

Hours: 38 hours per week

Employment Category: ☒ Enterprise Agreement ☐ Individual Contract

Classification: Grade 1, Level 3-5 - Junior rates may apply

- Council is a child safe organisation and adheres to the Tasmanian Child and Youth Safety Standards and related legislation.
- From time-to-time, you may be provided with or use equipment that contains electronic monitoring devices.
- As part of Burnie City Council's organisational requirements, the successful candidate will be required to supply a National Police Check.

Other employment information can be found here: <https://www.burnie.tas.gov.au/Council/Jobs>