



POSITION TITLE	Accounts Payable Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 5
DIRECTORATE	Corporate Services
BUSINESS UNIT	Finance
REPORTS TO	Team Leader Financial Accounting
SUPERVISES	Nil
EMPLOYMENT STATUS	Full Time
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

Delivers timely and accurate financial and administrative support to the Finance Unit, with a focus on accounts payable, purchase card, and purchase order systems, ensuring efficient processing, compliance, and continuous improvement.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Maintains accuracy of creditor and purchase card records to ensure reliable financial reporting.
- Processes creditor invoices and purchase card transactions to meet payment deadlines and audit requirements.
- Provides responsive support to users of purchase order, accounts payable, and purchase card systems to enable efficient operations.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Reconciles accounts and financial records to ensure data integrity and compliance with internal controls.
- Assists with the preparation of financial documentation to support audit and reporting processes.
- Coordinates cardholder and supplier enquiries to ensure prompt resolution and good relationships.
- Supports system improvements to maintain effective, scalable financial processes.
- Complies with council procedures, recordkeeping and OHS obligations to support organisational effectiveness.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust Talk straight – Say what you mean and mean what you say

 Create transparency – Do not withhold information unnecessarily or inappropriately

 Right wrongs

 Practice accountability – Take responsibility for results without excuses

 Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

 Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity Tell the truth in an appropriate and helpful manner that does not compromise the organisation’s objectives and values

 Keep confidences

 Do what you say you will do to the best of your ability

 Be open about mistakes

 Speak of those that are absent only in a positive way

Learning Work together and learn from each other

 Continuously improve and innovate

 Be open to change

 There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Organises and prioritises daily and weekly activities to meet key financial deadlines.
- Uses judgement to resolve process or data issues using established methods and escalate when required.
- Applies existing finance procedures to new scenarios and recommends improvements where needed.

SPECIALIST KNOWLEDGE AND SKILLS

- Demonstrates knowledge of financial systems and processes, including accounts payable, purchase orders, and purchase cards.
- Reconciles ledger accounts accurately using financial software.
- Applies strong keyboard and computer skills across spreadsheets, databases, and finance systems.
- Works collaboratively to meet team objectives and respond to process changes.

MANAGEMENT SKILLS

- Manages own time to meet deadlines and respond to shifting priorities.
- Understands and applies safe work practices, reporting hazards and following OHS procedures.
- Seeks support or direction as needed and maintains accurate documentation of work.
- Applies risk awareness and maintains professional standards, including honesty and fraud reporting.

INTERPERSONAL SKILLS

- Communicates effectively with internal teams and external stakeholders to resolve queries.
- Gains cooperation and provides support across work areas.
- Maintains confidentiality and demonstrates professionalism in written and verbal communication.

INFORMATION TECHNOLOGY SKILLS

- Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

CUSTOMER SERVICE SKILLS

- Delivers courteous, responsive, and professional service to internal and external customers.
- Listens with respect, provides accurate information, and follows through on commitments.
- Assists all customers, including those with accessibility needs, with empathy and professionalism.
- Apologises for any service errors and acts to resolve them promptly.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Previous experience in processing high volumes of accounts for payment and performing other procedures specific to the accounting/clerical field.
- Experience in using computer based financial software systems, spreadsheets and database applications.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. **Demonstrated experience in accounts payable and financial administration**
Proven ability to accurately process high volumes of invoices and transactions in accordance with established procedures and deadlines.
2. **Proficiency with financial software and Microsoft Office applications**
Strong skills in using finance systems, spreadsheets, and databases, with the ability to quickly learn new programs and maintain data integrity.
3. **Ability to reconcile accounts and maintain accurate records**
Experience in reconciling ledger accounts and preparing documentation that supports audit requirements and financial reporting.

4. **Well-developed interpersonal and customer service skills**

Ability to communicate clearly and professionally with internal stakeholders and external suppliers, including providing system support and resolving queries.

5. **Strong organisational and problem-solving skills**

Capacity to manage competing priorities, apply judgement to resolve issues within established guidelines, and contribute to process improvements in a team environment.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.		PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.		MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	
		SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.			

Customer Service and Communication

Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow
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Build and Enhance Relationships

Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required
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Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude
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Future Focus

<p>Looks for improvements and is adaptable to change.</p>	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required
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People Development

<p>Welcomes opportunities for learning and self-development.</p>	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements
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Manage Health and Wellbeing

<p>Takes responsibility for self-care and managing work-life balance.</p>	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care
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Safety and Risk Management

<p>Takes responsibility for personal actions and reports safety and compliance concerns.</p>	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures
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ATTACHMENT 2

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Duties within the finance team	Effective delivery of financial and administrative support to the Finance Unit.	<ul style="list-style-type: none"> Liaison with staff of all levels, providing advice and assistance Computer use Phone use Photocopier use Use of multiple computer systems Record management Report writing / production Data entry Data extraction 	Sitting				X
			Standing		X		
			Walking		X		
			Lifting < 10kgs	X			
			Carrying	X			
			Pushing	X			
			Pulling	X			
			Climbing	X			
			Bending		X		
			Twisting		X		
			Squatting	X			
			Kneeling	X			
			Reaching		X		
			Fine motor				X
			Neck postures				X
			Accepting instructions			X	
			Providing instructions			X	
			Sustained concentration				X
			Major decision making			X	
			Complex problem solving			X	
			Supervision of others		X		
			Interaction with others			X	
Exposure to confrontation	X						
Respond to change			X				
Prioritisation				X			