

POSITION DESCRIPTION

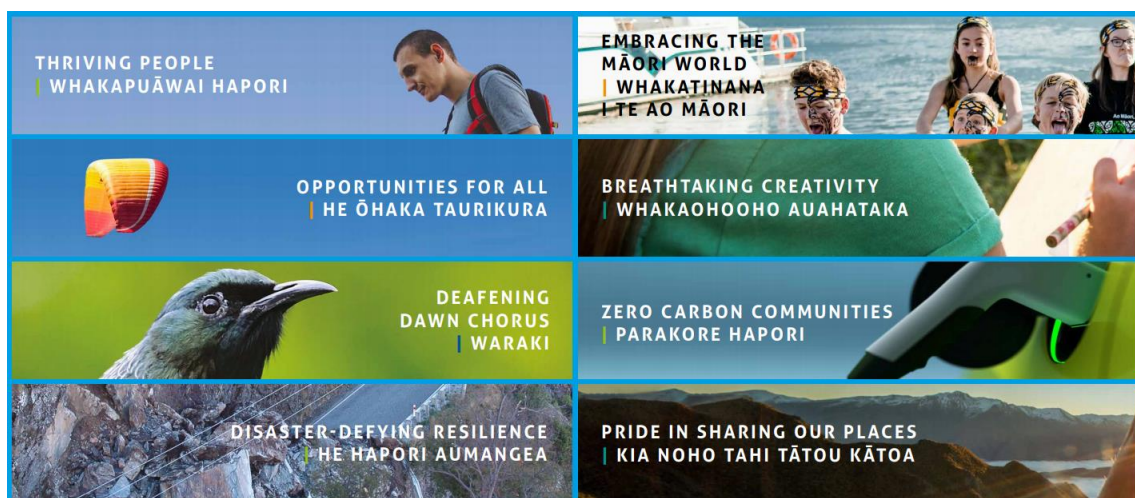
Position:	Accounts Payable Officer
Department:	Finance, Legal and Regulatory
Location:	Queenstown
Reports to:	Transactional Team Leader
Date:	August 2021

BACKGROUND

Queenstown Lakes District Council (QLDC) is a territorial authority in Te Waipounamu South Island of Aotearoa New Zealand, with a current resident population of approximately 40,750 which is projected to increase to 53,510 by 2031¹. The Queenstown Lakes District is also a premier tourist destination making a significant contribution to the national economy. In recent years, the district has undergone significant and sustained growth in both resident population and in international and domestic visitor numbers. On a peak day in 2018, visitor numbers totalled 79,300 which is projected to reach 91,270 on a peak day in 2031². The overall growth pressures the district is experiencing has led to the draft 2021 -2031 Ten Year Plan setting out an ambitious programme of work, with over \$1.6 billion of capital investment to be made over the decade³.

QLDC has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It 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. QLDC's role in leading the recovery effort for the district in response to COVID-19, also means that the diversification of the district's economy is an increasingly important priority for our Council.

The community outcomes set out in the 2021 – 2031 Ten Year Plan are directly extracted from [Vision Beyond 2050](#), which is our community vision statement:



¹ QLDC demand projections, July 2020

² QLDC demand projections, July 2020

³ Draft QLDC Ten Year Plan 2021 - 2031

VISION, MISSION AND VALUES

We're proud to be QLDC, and in response to the growth the district has experienced over recent years the QLDC organisation has itself experienced substantial growth. With an employed workforce of approximately 400 FTE in January 2021, and a range of partner organisations delivering services on behalf of Council, QLDC is also a significant employer in the district. The range and types of work carried out at QLDC are extensive, and complex; becoming increasingly so as the district continues to grow.

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 Accounts Payable Officer is responsible for performing the tasks for accounts payable within the transactional processing team. Reconciling and processing all the purchase orders, supplier invoices, contract claims and payments for QLDC, as well as playing a major role in the daily reconciliation of the main bank account. The responsibilities cover supplier account maintenance, transaction processing, reconciliations, relationship building, problem solving and responding to queries in an accurate and timely manner.

The role provides procurement support across the entire Council, as well as externally with the suppliers to be able to reconcile accounts and follow up on variations. A significant amount of time is allocated to supporting staff with purchasing queries and communicating with suppliers to ensure accounts are current and reconciled.

As a member of the Finance Transactional Processing Team, the person in this position will be working predominantly in Accounts Payable. However, will also be required to hold a base level of knowledge across other financial processes to allow for robustness and resilience for each area as required.

KEY TASKS

Accounts Payable processing:

- Daily - Respond to all accounts payable queries from suppliers and staff in a prompt and efficient manner.
- Daily - Assist QLDC purchasing staff on the use of the purchase orders, PCARDs and contract claims within TechOne and resolve processing issues.
- Daily - Process supplier invoices, credit notes and statements as they arrive to QLDC.
- Daily - Clear the PO invoicing and accounts email inbox and action all queries and requests.
- Daily - Forward invoices to Oasis and file statements for reconciliations.
- Daily - Clear invoice exceptions within Oasis and work with suppliers and staff to maintain low numbers of invoice exceptions and invalid purchase order references.
- Weekly - Perform payment runs by electronic banking batches for refunds, weekly payment term accounts, international payments, and legal settlements.
- Monthly - Reconcile and pay suppliers in the main payment run for accounts due on the 20th of each month. This is the main payment run in which the bulk of all accounts are to be paid.

Accounts Payable Reconciliations and Reports:

- Monthly - Update all payables reports and tracking spreadsheets as per the month - end Check List. Includes the AP creditors control account and contract claim schedule.
- Regularly - Complete monthly supplier statement reconciliations and follow up on outstanding accounts and queries. Contact suppliers for statements, request missing invoices and credit notes. Investigate any variations in a timely manner and maintain records of any disputed items.
- Regularly - Follow up with staff to ensure that all invoices are receipted, and contractor claims are processed so that monthly payments can be made to clear outstanding supplier balances.
- Bi-Weekly - import the corporate VISA card statements into TechOne and notify staff of transactions that require processing.
- Regularly - File all supplier statements into ECM after the end of month.

Supplier Accounts Maintenance:

- Regularly - Create new supplier accounts in TechOne, ensuring we have the necessary documentation complete and attached in the accounts.
- Regularly - 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 immediately to the Transactional Team Leader.

Bank transaction processing – support:

- Daily - Ensure bank transactions are downloaded from bank and uploaded into QLDC systems.

- Daily - Together with the transactional processing team, organise for all receipts to be allocated before final upload into TechOne.
- Daily - Follow up on all outstanding / unidentified items on the bank statements until resolved.
- Weekly - complete the Automatic Payments & Direct Debits reconciliations
- Daily – Action and respond to emails within the shared accounts email inbox.

Other responsibilities:

- Ensure other Finance Administrators in the processing team receive training as cover for accounts payable tasks, so that all systems remain fully operational during times of absence.
- Assist finance team with production of financial reports and other tasks as required.
- Promote good team engagement in the Transactional Processing Team, Finance Team, and within Council as a broader team.

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.

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
- Commercial and Procurement Manager
- All Finance Team Members
- All QLDC staff

External:

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

ACCOUNTABILITIES AND DELEGATIONS

Financial Authority

- No financial authority

Staff Authority

- No staff authority

Contractual Authority

- No contractual authority

PERSON SPECIFICATION

Education

- Minimum level 5 NZQA qualification required, demonstrated operational or technical and theoretical knowledge within accounting and/or finance.

Experience

- Proven experience (minimum of 3 years) in a finance, accounts or office administrator role which included accounts payable functions.
- Leadership skills and experience supervising staff and planning work duties would be advantageous.
- Demonstrated experience in a range of desktop applications including Microsoft Office. Specifically, strong experience with excel spread sheeting.
- Demonstrated planning and organisational skills with an excellent eye for detail.
- Strong numerical skills.
- 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. Ability to effectively multitask.
- Demonstrated experience in process/system improvement and innovation.
- Well-developed communication skills, both written, verbal, and non-verbal.
- Excellent interpersonal skills. Works well with people of all cultures and backgrounds.
- 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.
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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 • Wears relevant personal protective clothing and equipment as and when required* Use only for roles where PPE may be required • 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.
Timely Decision Making	Makes decisions in a timely manner, sometimes with incomplete information under tight deadlines and pressure; able to make a quick decision
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