



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Infrastructure	Revenue and Collections Officer	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
33-13185	Fort Simpson	Fuel Services Division / Deh Cho

## **PURPOSE OF THE POSITION**

The Revenue and Collections Officer performs many of the daily revenue and collections tasks of the Fuel Services Division in a timely, accurate manner, and also assists in fuel purchase transactions processing.

## **SCOPE**

The Department of Infrastructure is highly decentralized in the delivery of its programs and services and is responsible for territory-wide government programs such as the operation and maintenance of public buildings and transportation infrastructure and systems, project management, facilities planning, design and technical support services, environmental assessment and remediation, property management, procurement shared services, information technology, information management, disposal of surplus property and goods motor vehicle and mechanical/electrical regulatory services and fleet management.

The Department of Infrastructure also carries the responsibility for strategic planning for the GNWT's (Government of the Northwest Territories) long term investment in the development of public transportation and energy production and distribution systems for the Northwest Territories, as well as the continuity of marine transportation services for the provision of fuel and dry goods to northern destinations.

Located in Fort Simpson and reporting to the Senior Revenue and Collections Officer (SRCO), the Revenue and Collections Officer (RCO) performs daily revenue and cash collection functions including the accurate preparation and timely distribution of customer invoices to ensure that Fuel Services Division (FSD) can convert its accounts receivables into cash.

The Fuel Services Division provides an essential service by facilitating an annual supply and sale of approximately 30 million litres of refined fuel products for 16 NWT communities and 21 Northwest Territories Power Corporation (NTPC) facilities. Managing the process of purchasing, transporting, and storage of bulk petroleum products, FSD establishes commission incentive contracts with local contractors to sell and distribute these petroleum products to residents and businesses. FSD is also contracted to purchase and supply power generating fuel to NTPC and to operate and maintain NTPC fuel storage facilities. Fuel Services is a decentralized division with staff located in Yellowknife, Inuvik and Fort Simpson.

The Fuel Services Division sells fuel in 22 communities throughout the Northwest Territories (NWT) and has annual revenues of over \$30 million dollars per year. The division may have over 400 accounts and up to \$10 million dollars in accounts receivables at any given time

This position performs daily revenue and cash collection functions including the accurate preparation and timely distribution of customer invoices so that FSD can convert its accounts receivables into cash.

As well, the RCO applies payments to customer accounts and, in some cases, may need to apply investigative techniques to determine the proper application of payment as customers may send in cash for application toward their accounts without adequate account documentation.

The Revenue and Collection staff communicates with customers both external and internal to the GNWT in an attempt to collect overdue accounts via phone, registered mail, electronic mail, to resolve overdue account and billing issues. Collections are performed in accordance with government policies and regulations and the RCO will make effort to collect funds using various collection techniques and tactics and will advise the SRCO of accounts when collection is doubtful. The success of the collection efforts is directly related to the incumbent's ability to understand human behavior, emotional control and the use of steady and progressively more assertive approaches in collecting past due accounts. Despite the exercise of professional judgment, customers may become verbally abusive including vulgar language.

The RCO may be called to assist the Senior Revenue and Collections Officer in routine and regular customer account reconciliations to ensure that there are no unapplied credits to the accounts or that there haven't been errors in application of payments to the accounts. The RCO has the authority to engage in collection efforts or resolve billing issues without managerial intervention.

## **RESPONSIBILITIES**

### **1. Assist with Accounts Receivable activities:**

- Reconcile FSD customer accounts receivable (A/R) accounts to ensure accuracy and completeness;
- Research, reconcile and resolve complaints and disputes received from customers;

- Prepare adjusting entries to correct customer accounts that have been charged or credited in error;
- Assist in the preparation of monthly invoices and accounts statements and verify that these are distributed and mailed as required;
- Ensure financial legislation, regulations, procedures and directives are consistently adhered to in credit and collection activities;
- Prepare updated A/R reports as required; and
- Ensure SRCO is made aware of problems found within A/R account reconciliations.

**2. Perform collection efforts:**

- Ensure that collection activities are promptly pursued, and disputes are appropriately resolved, contact customers for payment in accordance with established procedures and practices;
- Refer doubtful accounts to Senior Revenue & Collections Officer;
- Inform customers of removal of credit for delinquent accounts;
- Prepare collection correspondence as required; and
- Ensure credit and collection files are current by gathering information from other departments, requesting customers to update their credit application, and record collection activity.

**3. Record receipt of revenue:**

- Post payments to ENERGY (FSD's Fuel Management System) on a daily basis;
- Confirm that bank deposits are made as required;
- Ensure returned (NSF) cheques are charged back in a timely manner;
- Maintain a chronological file for the receipt of payments and supporting documents.

**4. Process credit applications:**

- Assist the Senior Revenue & Collections Officer with the preparation of credit applications, as required.

**5. Prepare commissions' payable to fuel delivery contractors:**

- Ensure regional cash and sales reconciliation reports are received on a timely basis;
- Approve regional cash and sales reconciliations; and
- Prepare commissions' payable; and offsets for fuel delivery contractors' cash sales accounts.

**6. Post Revenues to ENERGY:**

- Review sales posted to ENERGY via weekly sales reports (WSR) to ensure that the sales entries are accurate and complete and then release the sales for payment.
- Verify WSR's on an as needed basis so that they can be prepared for data entry

**7. Assist with verification of fuel purchase invoices:**

- Assist with the verification of fuel purchases invoices for pricing and volume accuracy, on an as needed basis;
- Assist with the preparation of fuel purchases for cheque requisitions as required.

## **8. Provide administrative support and other duties, including:**

- Assume the duties of Data Management Officer, SRCO, or other staff duties when they are on leave, in addition to the incumbent's workload;
- Assist in distribution of invoices and the mailing of invoices;
- Provide year-end financial audit working paper related to revenue control.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual demands.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

Incumbent will experience cycles in volume of work, and constant deadlines. Reconciliations may involve detailed concentration for prolonged periods of time.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Specialized Knowledge**

- Accounts receivable, accounts payable, bookkeeping fundamentals.
- Fund accounting; generally accepted accounting principles (GAAP).
- Computer competency; Microsoft Excel, Word, Outlook; ENERGY - Fuel Management System, Operating Systems.
- Credit administration and accounts collection.
- Document and records management.

### **Skills and Abilities**

- Maintain a high level of accuracy in preparing and entering financial data and receipts.
- Exceptional verbal and written communication skills employing, tact, diplomacy, negotiation and professionalism.
- Self-directed with accountability for personal performance.
- Account reconciliation, conflict resolution and relationship management.
- Solid organization and time management skills in order to handle multiple deadlines.
- Ensure confidentiality concerning customer's financial information.
- Familiarity with financial analysis and report writing.
- Able to establish and maintain effective working relationships with peers.

**Typically, the above qualifications would be attained by:**

- Completion of a Diploma in Business Administration, or
- Level 1 of an accounting designation program, e.g. CA or CMA, or
- Grade 12 (or equivalency) and two year of Accounts Receivable based revenue and collections experience.

**ADDITIONAL REQUIREMENTS**

**Position Security**

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one if applicable)

- French required (must identify required level below)  
Level required for this Designated Position is:  
ORAL EXPRESSION AND COMPREHENSION  
Basic (B)  Intermediate (I)  Advanced (A)   
READING COMPREHENSION:  
Basic (B)  Intermediate (I)  Advanced (A)   
WRITING SKILLS:  
Basic (B)  Intermediate (I)  Advanced (A)
- French preferred

**Aboriginal language:** To choose a language, click here.

- Required
- Preferred