



## LAUTOKA CITY COUNCIL

### ROLE DESCRIPTION

**ROLE TITLE: Payroll & Debtors Clerk**

### CORPORATE INFORMATION

1. Position Level: Established Staff Position (Admin 4)
2. Number of Vacant Positions: 1
3. Remuneration: Admin 4 – Step 1 - This is an open contract position based on annual appraisals (performance reviews).
4. Duty Station: Finance Department – Civic Centre
5. Reporting Responsibilities.
  - a) **Reports To:** Directly reports to the ~~Head of Finance & administration and/or~~ Senior Accounts Officer
  - b) **Liaises with:** Head of Finance & Administration, Senior Accounts Officer, and all other Department Heads and Sub-Heads.
  - c) **Subordinates:** All other dept and clerical officers.
  - d) **External Relationships:** FNPF, FRCS, FNU, Companies that provide loans or items to staff on credit or hire purchase.

### ROLE PURPOSE

The Payroll & Debtors Clerk is responsible for the timely and accurate processing of employee payroll and for managing the accounts receivable function (debt collection) of the Lautoka City Council. This dual-function role ensures that all employees are paid correctly and on time while also ensuring the efficient and timely collection of outstanding debts (rates, fees, licenses, etc.) owed to the Council. The Clerk must maintain comprehensive financial records and ensure compliance with all relevant tax laws and financial regulations.

### KEY RESPONSIBILITIES

#### Payroll Processing & Compliance

- Accurately process weekly, fortnightly payroll for all employees, including calculating wages, overtime, deductions, and other allowances.
- Input payroll data, including hours worked, commission, and sick/vacation time, into the payroll system.
- Ensure compliance with all internal controls, tax laws, and governmental regulations, and stay informed about changes in payroll legislation.

- Maintain and update employee payroll records, including new hires, terminations, changes in pay rates, and deduction authorizations.
- Process and reconcile voluntary and involuntary deductions.
- Calculate and issue final pay checks for terminating employees in accordance with labor laws.

#### Accounts Receivable & Collection

- Manage and maintain the Council's debtor's ledger, accurately recording and posting all transactions (invoices, payments, adjustments).
- Prepare and issue rates, licenses, and service invoices and statements of accounts to customers in a timely manner.
- Proactively follow up on outstanding debts through phone calls, emails, and formal collection letters, adhering to Council policy and legal requirements.
- Daily processing and banking of receipts, ensuring correct allocation to customer accounts.
- Prepare periodic aging reports and collection forecasts on the status of accounts receivable.
- Prepare documentation for accounts flagged for escalation to a debt collection agency or legal action.

#### Reconciliation, Auditing & Query Resolution

- Perform regular reconciliation of debtor accounts, bank deposits, and the debtor's ledger to the general ledger to ensure data accuracy.
- Assist with internal and external audits by providing necessary payroll documentation and conducting payroll account reconciliations.
- Investigate and resolve differences between system-generated reports and physical bank statements.
- Respond to employee inquiries regarding paychecks, deductions, and tax forms in a professional and timely manner.
- Handle and resolve all debtor-related inquiries and disputes regarding account balances, invoices, and payments promptly and professionally.

### KEY PERFORMANCE INDICATORS

Performance will be gauged through the following indicators:

- **Near-Perfect Accuracy:** Aim for a 99.9% accuracy rate across all pay calculations and achieve **zero errors** in transaction recording and reconciliation
- **Timeliness:** Ensure payroll is submitted to the bank/processor by the deadline **100% of the time**.
- **Fast Error Resolution:** Resolve any employee payroll errors within **one business day** of being reported.
- **Collection Rate:** Achieve a **high percentage** of collectible debt recovered (e.g., 90%+).
- **Days Sales Outstanding (DSO):** Maintain a **low average time** taken to collect payments (e.g., keep DSO under 45 days).
- **Compliance:** Maintain **zero fines or penalties** resulting from tax or legal non-compliance.

- **Query Resolution:** Respond to all employee and debtor inquiries within a set, short time frame (e.g., within 4 business hours for payroll, or \$< 1\$ business day for debtors).

## PERSON SPECIFICATION

### . Qualifications & Experience

- **Preferred Education:** Bachelor's degree in Accounting, Finance, Commerce, Management, or a related field is **Desirable**
- **Direct Experience:** Minimum **2 years** of proven, hands-on experience in **Accounts Receivable/Debtors** or **Payroll Processing** is **Essential**.
- **System Knowledge:** Proven working experience with computerized **payroll software** (e.g., Pay Global) and competent in using standard **accounting software** (e.g., SAP, MYOB, or municipal systems) is **Essential**.
- **Certification:** Professional Payroll Certification is **Desirable**.

### 2. Core Knowledge & Skills

- **Tax/Law Knowledge:** Strong understanding of ERP, and local wage, hour, and tax laws is **Essential**.
- **Calculation Skills:** Excellent mathematical and calculation abilities for gross-to-net pay is **Essential**.
- **MS Excel:** High proficiency in Microsoft Excel for data manipulation and reporting is **Essential**.
- **Analytical:** Strong ability to identify, troubleshoot, and resolve payroll errors and discrepancies is **Essential**.
- **Accounting Basics:** Understanding of basic accounting principles and general ledger posting related to payroll is **Desirable**.

### 3. Personal Attributes

- **Accuracy & Detail:** Exceptional attention to detail to ensure nearly **100% accuracy** in data entry and processing is **Essential**.
- **Confidentiality:** Absolute integrity and discretion when handling sensitive financial and personal employee information is **Essential**.
- **Organization:** Proven ability to manage a high-volume workload and meet strict, non-negotiable deadlines is **Essential**.
- **Communication:** Clear, professional, and patient communication to answer employee pay inquiries is **Essential**.
- **Work Ethic:** Reliable, dependable, and a proactive team player.

In addition to *an appropriate qualification* the following Knowledge, Experience, Skills and Abilities required to successfully undertake this role are:

### Knowledge and Experience

- **Education:** Bachelor's degree in accounting, Finance, Commerce, Management, or a related field or equivalent work experience is **Desirable**.
- **Knowledge:** Solid understanding of basic accounting principles and payroll procedures. Knowledge of ERP, wage and hour laws, and tax regulations.
- **Experience:** Proven experience (typically 1 -3 years) as a Payroll & Debtors Clerk, Administrator, or in a similar role.

- **Skills:** Proficiency in payroll software (e.g., Pay Global, QuickBooks Payroll) and strong working knowledge of Microsoft Excel.
- **Excellent attention to detail** and strong numerical and organizational skills.

### **Skills and Abilities**

1. **Confidentiality:** Ability to handle sensitive and confidential information with discretion and integrity.
2. **Teamwork:** Ability to work effectively and collaboratively as part of a finance or accounting team.
3. **Adaptability:** Capacity to meet strict deadlines and manage multiple tasks in a time-sensitive environment.
4. **Professional:** High professional ethics and integrity
5. **Deliverables:** Ability to work under pressure and deliver within the timeframe

### **Personal Character**

All applicants for employment in Lautoka City Council must be of good character, with a background that demonstrates their commitment to the civil service values contained in the Fijian Constitution. Applicants must also be Fijian Citizens, under the age of 60 years, in sound health, and with a clear police record. The selected applicant will be required to provide a medical certificate and police clearance prior to taking up duty.