

Customer Engagement & Finance Officer

PORT OF
PORTLAND



Position Description

Position Details

Reports to: Administration Manager

Employment Type: Full-time

Date of Review: September 2025

Position Objective

Position Objective: The Customer Engagement & Finance Officer plays a key role in delivering exceptional customer service while supporting permits and accounts receivable processes.

This role ensures efficient management of administrative processes, managing reception and overseeing accounts receivable processes, assisting with documentation management and policy development while supporting the Administration and Finance teams.

Nature and Scope: Port of Portland is a strategic deepwater Port operating in south-west Victoria.

The Port is owned by Palisade Ports Pty Ltd, an investment managed by Palisade Investment Partners.

Functional Relationships:

Internally

- Management Team
- Administration and Finance

Externally

- Tenants
- Port Users
- Contractors
- Community

Key Responsibilities and Duties

Business Management Support

- Provide high quality customer service, managing incoming communication, visitor management, supporting induction processes and weighbridge queries.
- Coordinate communication with customers, tenants, visitors and other stakeholders as required.
- Use and maintain the Document Management System for financial and administrative records.
- Preparing, reviewing, and maintaining policies, procedures, guidance documents, and templates to ensure they are current and accessible to staff.

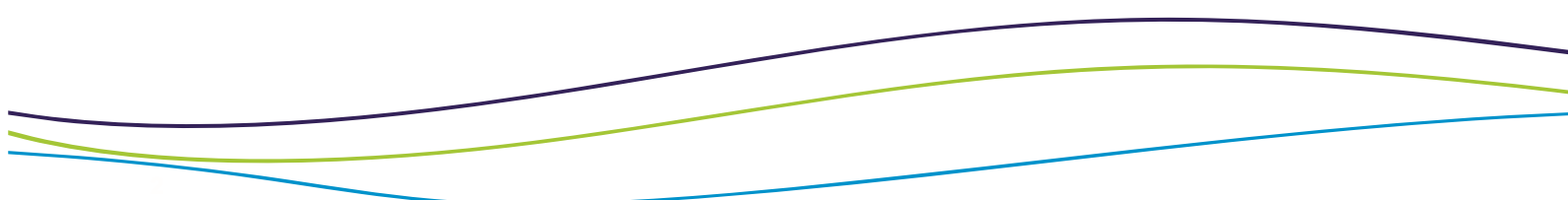
- Manage office supplies, facilities, and equipment, coordinating with external vendors and service providers as required.
- Developing communications and updating online platforms including the organisation website and social media.
- Planning, promoting, and organising events to support employee engagement, including diversity, inclusion, and wellbeing initiatives.
- Support the implementation of sustainability initiatives and promote awareness about sustainable practices.
- Coordinate meeting schedules, draft emails, take meeting notes, and update team members on task progress.
- Promote a safety-first culture by reinforcing safe work expectations through administrative and training processes.
- Other duties as directed, within the skills and capabilities of the employee.

Permits Coordination

- Process and track permit applications, payments, ensuring all documentation is complete and compliant with port regulations.
- Maintain accurate and up-to-date permit records and databases, including monitoring permit expiry and liaising with user/tenants.

Accounts Receivable

- Manage end-to-end accounts receivable processes, including customer record creation and maintenance, accurate invoicing, and issuing account statements.
- Track and follow up on outstanding payments to ensure timely collections and maintain positive customer relationships.
- Prepare and reconcile accounts receivable ledgers, bank accounts, and related balance sheet accounts.
- Prepare and analyse accounts receivable data to identify trends and opportunities for improvement.



Key Selection Criteria

Qualifications and Experience

- Previous experience in administrative roles, preferably with accounts receivable, bank reconciliations and general ledger reconciliations.
- Certification in accounting/bookkeeping or business management is advantageous but not required.
- Ability to obtain a Working with Children Check.

Skills and Knowledge

- Proficiency in Microsoft Office applications (Excel, Word, Outlook, PowerPoint and Teams) and adaptability to new systems and processes, including contractor and permit management software.
- Familiarity with accounts receivable processes and financial systems.
- Strong communication and interpersonal skills, with the ability to communicate effectively with both internal and external stakeholders.
- Ability to prioritise tasks, manage time effectively, and meet deadlines.

Personal Attributes

- Strong attention to detail, ensuring the accuracy of communication, documentation and financial management.
- Demonstrates initiative, critical thinking and problem-solving skills, identifying opportunities for continuous improvement.
- Willing to collaborate, take direction, communicate proactively and support various teams within the organisation.
- Excellent safety leadership, with a commitment to maintaining a safety-first culture.
- Commitment to lead, motivate and develop employees and promote an inclusive, respectful and collaborative team environment.

