

POSITION DESCRIPTION

POSITION DETAILS			
Position Title:	Revenue Officer		
Position Number:	121	Standard Position Hours:	35 Hours
Directorate:	Corporate and Community Services	Unit:	Financial Services
Salary Grade:	5	Award Band and Level:	Band 2 Level 2
Position Reports to:	Finance Operations and Administration Coordinator		
Staff Management:	Nil		
Budget Responsibility:	Nil		
Date Created:	1 March 2013	Date Last Reviewed:	29 January 2016
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ORGANISATIONAL ENVIRONMENT

Cessnock City Council employs approximately 400 employees and is responsible for a local government area of approximately 1,950 square kilometres within the Hunter Valley of New South Wales, approximately 120 kilometres north of Sydney and 40 kilometres west of Newcastle.

Cessnock City Council provides a diverse range of services and facilities for the residents and visitors of the local government area. Cessnock City Council comprises of 3 Directorates;

- Works and Infrastructure
- Planning and Environment
- Corporate and Community Services

ORGANISATIONAL CONTEXT OF POSITION

The Corporate and Community Services directorate manages services associated with the following functions within Cessnock City Council;

- Finance
- Governance and Administration
- Technology Systems
- Procurement and Contracts
- Community and Cultural Engagement

The Financial Services Unit is primarily responsible for the provision of timely finance related functions to the organisation including creditors, debtors, payroll and rates.

WORKPLACE HEALTH & SAFETY

The Responsibilities, Authorities and Accountabilities (RAA's) applicable to this position is Level 6.

For specific WHS Responsibilities, Authorities and Accountabilities applicable to this position, refer to the WHS RAA Handbook.

The person accepting this position is required to read and comply with the RAA's applicable to this position.

PRIMARY OBJECTIVE

The primary objectives of this position are to:

- Provide advice and support within the Financial Services Unit of Council in order to assist in the delivery of the key objectives of Council's Strategic Plan relating to Council's revenue;
- Provide support and advice to the Senior Revenue Officer.

KEY ACCOUNTABILITIES

1. Provide effective customer service in a timely, courteous and professional manner including telephone and counter enquires and answering correspondence relating to revenue section matters.
2. Contribute to the timely and effective management of Council's rating systems and databases.
3. Process supplementary valuation transactions particularly in relation to changes of categorisation, sectional allowances, waste and on site sewer adjustments, and stormwater charges.
4. Processing of notices of transfers, preparation of s603 certificates, reallocation and refund of payments.
5. Processing of pension rebate applications and Centrelink verifications.
6. Perform processes relating to the corporate database maintenance for the Name and Address Register and change of property ownership including pensioner rebates that arise from rates related enquiries and amendments.
7. Reconciliation and processing of payments from Council's collections agencies, Bpay, Direct Debits, SecurePay, Australia Post and Centrepay, and bank reconciliation processes.
8. Assist the Senior Revenue Officer in processing of supplementary valuation listings received from Land & Property Information and reconciliation to Council's rate system.
9. Support the Revenue Officer (Debt Management) in matters including rates related debt recovery, payment arrangement establishment and monitoring, and customer enquiries.
10. Assist with the production and postage of rate and instalment notices, under the guidance of the Senior Revenue Officer.
11. Assist in the operational support of the revenue functions and upkeep of Council's rating databases.
12. Provide advice to the organisation on rating matters such as pension eligibility, ownership, waste service charges, rating categories and calculations, rating exemptions, property identification and debt recovery as required and within the employee's skill, competence and training.
13. Provide input into the development and review of Council policy particularly in regards to rates, debt recovery, hardship and similar policy.
14. Contribute to a constructive and customer focussed team environment.
15. Any other accountabilities or duties as directed which are within the limits of the employee's skill, competence and training.

POSITION SELECTION CRITERIA

Essential

1. Certificate IV in accounting, financial management, business management or other related discipline or demonstrated extensive experience in a similar role.
2. Demonstrated strong experience (3 to 5 years) in an office environment combined with a solid understanding of financial systems and operations.
3. Demonstrated sound interpersonal, written and verbal communications skills with the proven ability to communicate with a wide range of stakeholders, both internal and external and build effective working relationships with people at all levels of the organisation.
4. Demonstrated sound negotiation and conflict resolution skills with the proven ability to negotiate suitable outcomes and resolve conflict in a difficult environment.
5. Demonstrated ability and commitment to providing high quality customer service.
6. Demonstrated ability to work both independently and in a team, fostering an environment based on teamwork and cooperation.
7. Demonstrated sound organisational skills, with the proven ability to prioritise and manage multiple tasks and complete work within agreed timeframes and team goals.
8. Demonstrated sound knowledge and experience in the use of Microsoft Office, computerised financial management systems and Electronic Document Management systems and Customer Request Management systems.

Highly Desirable

1. Demonstrated knowledge of the Local Government Act and Regulations relating to rating.
2. Demonstrated thorough knowledge and experience using GIS systems and Civica Authority, particularly the rates and debt management modules.
3. Demonstrated knowledge and experience of Debt Management techniques and procedures.

SIGNATURE

Employee

Full Name:

Signature:

Date: