**

**Revenue Officer**

**Position Description**

**1. POSITION SUMMARY**

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| **Job Title:** | Revenue Officer |
| **Position No:** | 2013.1 |
| **Department:** | Corporate Services |
| **Reports to:**  | Manager - Finance |
| **Band and Level:** | Administrative/Technical/Trades Band 3, Level 3 |
| **Grade:** | 40 |
| **Updated:** | April 2024 |

**2. OVERVIEW**

The Revenue Officer is primarily responsible for the provision of timely and accurate rating services in accordance with Council’s procedures and statutory requirements to assist in the efficient and effective operation of the Finance division.

**3. RESPONSIBILITIES AND DUTIES**

The duties and responsibilities listed here are considered essential to achieving the primary objectives of this job. These duties will be undertaken in such a manner that will enable the section to operate in an effective and efficient manner and within budgetary constraints.

* Control and supervise all aspects of Council’s rating processes and procedures.
* Ensure prompt levying of all rates and charges notices in accordance with legislative timetables.
* Implement and incorporate the decisions of Council into the revenue systems.
* Answer all correspondence relating to rate accounts.
* Maintain current balances for all rate ledgers and subsidiary ledgers and balance on a monthly basis.
* Undertake monthly interest updates.
* Process all rate journals.
* Maintain, balance and amend all valuation records received from the Valuer General.
* Maintain register of non-rateable properties.
* Preparation of all rating certificates and returns for submission to Council, the Department of Local Government and Council’s auditor.
* Control and supervise all aspects of Council’s rate debt recovery processes & procedures.
* Conduct sale of land for unpaid rates.
* Resolve complaints and queries on request.
* Assist with water billing operations when required.
* Provide advice to Customer Service Team in relation to all rating and property matters.
* Prepare reports on the status of rate collections and arrears on a quarterly basis.
* Provide detailed revenue analysis and modeling in relation to rating and charging options as part of the annual budget process.
* Ensure timely processing of change of ownership details to property database.
* Preparation and submission of Pensioner Rate claims.
* Preparation and submission of Office of Local Government Permissible Income Return.
* Active participation in rating software and system developments.
* Supervise maintenance of property database.
* Relief for other staff as required by the Manager - Finance.
* Ensure that Council’s Guarantees of Service are maintained in all areas of responsibility as a priority at all times.
* Maintain a sound knowledge of current legislation, standards, policies and guidelines relevant to area of responsibility and ensure that activities comply with relevant legislation, standards and policies.
* Communicate known problems/issues, including but not limited to: hazards, risks, incidents, accidents and near misses in a timely manner to direct supervisor.
* Perform allocated duties utilising initiative, making positive contributions to work quality, productivity, and to work to a timetable, in a cost-effective manner.
* Other duties that may arise at the direction of the Manager - Finance that are consistent with the level of competencies of the position and in line with the principles of multi-skilling.

**4. KNOWLEDGE, SKILLS AND ABILITIES**

* **Authority and accountability:** May be responsible to provide a specialised/technical service and complete work which has some elements of complexity. Make recommendations within the employer and represent the employer to the public or other organisations.
* **Judgement and problem solving:** Problem solving and judgements are made where there is a lack of definition requiring analysis of a number of options. Typical judgements may require variation of work priorities and approaches.
* **Specialist knowledge and skills:** Position will have advanced knowledge and skills in a number of areas relating to the more complex elements of the job.
* **Management skills:** May supervise groups of operational and/or other administration/trades/technical employees. Employees supervised may be in a number of different work area, requiring motivation, monitoring and co ordination to achieve specific outputs.
* **Interpersonal skills:** Skills to communicate with subordinate staff and the public and/or negotiation/persuasive skills to resolve disputes with staff or the public.
* **Qualifications and experience**: An advanced certificate, associate diploma, appropriate in-house training or equivalent combined with extensive experience in the application of skills in the most complex areas of the job.

**5. WORK, HEALTH & SAFETY RESPONSIBILITIES**

All employees are responsible for Work Health and Safety (WHS) for Council and their duties include:

* Complying with Council’s WHS policies and procedures.
* Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others.
* Reporting any potential hazards, incidents or injuries to their Supervisor and Human Resources within 48 hours.
* Participating in any applicable WHS consultation arrangements.
* Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace.
* Correctly using all personal protective equipment.
* Complying with emergency and evacuation procedures and site rules if applicable.

**6. PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the required indoor duties of this job, the employee is regularly required to sit and use hands to input data and write. The employee is frequently required to talk or hear in person and on the telephone. The employee is occasionally required to stand, walk, and occasionally lift items up to 15kg. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**7. CONDITIONS OF EMPLOYMENT**

**Hours**

Council’s indoor staff work a 35 hour week in the basis of a nine day fortnight. Some variation in work hours may be required from time to time to ensure the efficient undertaking of the position.

**Performance Appraisal**

A performance appraisal will be undertaken on an annual basis utilising performance indicators and include formulation of a career path and training plan.

**Policies and Procedures**

The employee who occupies this position must comply with Council's Code of Conduct and all other policies and procedures that affect his or her employment.

All other conditions of employment are in accordance with the Local Government (State) Award.

**8. ACKNOWLEDGEMENT**

I, ......................................................................................... (Print Name) acknowledge that I have read and understand the duties, responsibilities and requirements of this position.

Sign: ……………………………………… Date: ………………………..

***This is not a static document. Management reserves the right to review and amend this Position Description in consultation with the position holder as the need arises.***