

POSITION DESCRIPTION

Position Title:	Water Billing Officer	Position Code:	WBO
Division:	Corporate Services	Grade:	D
Location:	Dubbo	Hours/Week:	35
Reports to:	Revenue Accountant		
No. Direct Reports:	Nil	No. Indirect Reports	Nil

Primary Purpose of Position

The Water Billing Officer is responsible for arranging water meter readings and preparation of usage accounts for Water Consumption, Non Residential Sewer charges and Trade Waste charges. Also ensuring this information is included on a quarterly basis as part of the Rate Instalment Notices and to provide usage details and account estimates where a special water reading is required.

Key Accountabilities / Duties

Key Result Area	Primary Activities
Maintenance of Authority Water Billing Module	<ul style="list-style-type: none"> Operate and maintain the Authority Water Billing module in order to carry out all procedures required to undertake readings and accurately calculate accounts for Water Consumption, Non Residential Sewer Charges and Trade Waste
Undertake Quarterly Water Meter Readings	<ul style="list-style-type: none"> Quarterly water meter readings undertaken using the Itron MVRs system , readings uploaded into the Authority Water Billing Module and reads examined for accuracy and high usage within the time frame required to meet deadlines for the instalment notice printing
Calculation and Issue of accounts for Water, Sewer and Trade Waste	<ul style="list-style-type: none"> Calculate the usage charges for Water Consumption, Non Residential Sewer and Trade Waste accounts for the quarterly billing as per Council's Revenue Policy Assist with the issue of Rate Notices, Supplementary Rates Notices and Quarterly Instalment Notices preparing Water Billing Notice Print File and proofreading notices for approval Produce Quarterly Water Billing file for NSW Land & Housing Corporation Transfer the quarterly billing accounts from the Water Billing Module to the correct instalment within the rates module at the completion of the quarterly read Prepare and process rates journals for any amendments made to Water Usage, Non Residential Sewer and Trade Waste Charges Raise all water and sewerage access charges in accordance with Council's Revenue Policy processing Supplementary Rate Levies when required.

Key Accountabilities / Duties	
Reconciliations	<ul style="list-style-type: none"> Reconcile Water Consumption, Non Residential Sewer and Trade Waste amounts posted in the rates subsidiary ledger to the appropriate General Ledger accounts after transferring the quarterly billing for Water Usage, Non Residential Sewer Charges and Trade Waste charges to the Rates Module.
Reporting	<ul style="list-style-type: none"> Prepare reports detailing water consumption usage and other relevant information including zero reads, skipped reads, missing and damaged meters at the completion of each quarterly billing cycle Complete a thorough check of the top 50 water users on a quarterly basis Prepare statistical reports for various Council branches as required
Special Water Meter Readings	<ul style="list-style-type: none"> Organise special water meter readings and prepare correspondence advising of the special reading and billing details for Water Usage, Non Residential Sewer Charges and Trade Waste (where applicable) where Special Water Meter Reading application is made.
Authority Module Champion	<ul style="list-style-type: none"> Module Champion for Authority Water Billing module.
Customer Service	<ul style="list-style-type: none"> Provide a high level of customer service to internal and external customers When based in the Wellington Office undertake the provision of customer service at the front counter as required
Correspondence	<ul style="list-style-type: none"> Preparation of relevant Water Billing Correspondence Review requests for adjustments to Water, Sewer or Trade Waste accounts and prepare recommendations in accordance with Council Policy
Filing	<ul style="list-style-type: none"> Filing and archiving of records in HPE Content Manager
Revenue Accounting Team Support	<ul style="list-style-type: none"> Provide support and relief to the Rates Officers and Name and Address Register Officer as required Participate and contribute to an effective and productive team Assist in any other matters as requested by the Revenue Accountant, Chief Financial Officer or the Director Corporate Services.

Inherent Requirements of the Position
<ul style="list-style-type: none"> A large majority of this role is office based, using computers/electronic systems, thus an inherent requirement of this position is the ability to complete sustained periods of work sitting at a desk utilising computers/electronic systems or other office based equipment. Maintain high level skills and experience in the operation of computer applications such as word processing, spreadsheets, database and other computer applications relevant to the organisation. The wearing of the local government uniform is optional for this position.

Selection Criteria

Essential

1. Certificate IV in Business, Finance, Administration or relevant discipline
2. Experience in the use of Accounts Receivable systems and processes
3. Demonstrated ability to provide professional customer service both within and external to the organisation
4. Sound organisational/time management skills
5. High level knowledge and experience in the use of PC based office application software especially Microsoft applications including Word and Excel
6. Effective written and oral communication skills

Desirable

7. Proven ability to manage and maintain a 'pay for use' billing system
8. Knowledge of the rating provisions of the Local Government Act 1993

Organisation Wide Accountabilities

Corporate Values

All employees have a responsibility to uphold the values of Dubbo Regional Council being:

- Customer focused:
We are passionate about serving the community and creating a great place to live
- Integrity:
We act with integrity and professionalism and we are accountable to deliver the results we promise
- One team:
We work as one team and partner with others to deliver more than we can achieve alone

Work Health and Safety

All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional 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 or People, Culture & Safety within 48 hours
- Participating in any 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
- The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy

Sustainability	Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.
Code of Conduct and Equal Employment Opportunity	Staff will, at all times, adhere to: <ul style="list-style-type: none"> • Council's adopted Code of Conduct. • Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.

Acceptance:

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: