

## POSITION DESCRIPTION

<b>Position Title:</b>	Finance Officer - Revenue	<b>Position Code:</b>	6-FOR
<b>Division:</b>	Organisational Performance	<b>Grade:</b>	D
<b>Location:</b>	Dubbo / Wellington	<b>Hours/Week:</b>	35
<b>Reports to:</b>	Revenue Coordinator		
<b>No. Direct Reports:</b>	Nil	<b>No. Indirect Reports</b>	Nil

### Primary Purpose of Position

This position is responsible for assisting in the delivery of all services relating to the issue of rates and charges and associated quarterly usage accounts for water consumption and related charges, including associated administration and customer service, in line with Council Policies, Statutory requirements, and relevant Acts.

### Key Accountabilities / Duties

Key Result Area	Primary Activities
Valuations	<ul style="list-style-type: none"> <li>Ensure land valuations reflect those held by Valuer General</li> <li>Maintain and balance the valuation register with Valuer General's supplementary valuation lists and ensure allowances under various sections of the Valuation of Land Act 1916 are only granted where applicable</li> </ul>
Rates and Charges	<ul style="list-style-type: none"> <li>Assist with levy of rates and applicable charges in accordance with Council Policy and adopted Revenue Policy, the Valuation of Land Act 1916, the Local Government Act 1993 and other applicable legislation</li> <li>Issue of Rate Notices, Supplementary Rates Notices and Quarterly Instalment Notices</li> <li>Assist with applying correct rating category to each property and amend charges as required</li> <li>Prepare and process journals as required</li> <li>Process authorised interest write-offs</li> </ul>
Maintenance of Authority Water Billing Module	<ul style="list-style-type: none"> <li>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</li> </ul>
Quarterly Water Meter Readings	<ul style="list-style-type: none"> <li>Upload quarterly water meter readings undertaken by Council's Water Supply and Sewerage branch into the Authority Water Billing Module, examine reads for accuracy, high usage and zero consumption within the time frame required to meet deadlines for the quarterly notice printing.</li> </ul>

Key Accountabilities / Duties	
Calculation and Issue of usage accounts for Water, Sewer and Trade Waste	<ul style="list-style-type: none"> <li>Calculate the usage charges for Water Consumption, Non Residential Sewer and Trade Waste accounts for the quarterly billing as per Council's Revenue Policy</li> <li>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</li> <li>Produce Quarterly Water Billing file for NSW Land &amp; Housing Corporation</li> <li>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</li> </ul>
Special Water Meter Readings	<ul style="list-style-type: none"> <li>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.</li> </ul>
Pension Rebates	<ul style="list-style-type: none"> <li>Ensure pension rebates are granted in accordance with the Local Government Act 1993</li> <li>Undertake quarterly verification of concession entitlement with Centrelink and the Department of Veterans affairs and process abandonments where required.</li> <li>Process journals to grant Special Council Rebates</li> </ul>
Section 603 Certificates	<ul style="list-style-type: none"> <li>Generate and issue Section 603 Certificates ensuring accuracy and timely distribution.</li> </ul>
Direct Debits	<ul style="list-style-type: none"> <li>Maintain ratepayers details relating to direct debits</li> <li>Notify ratepayers where payments are dishonoured</li> </ul>
Name and Address Register	<ul style="list-style-type: none"> <li>Ensure that the accuracy and integrity of the central Name and Address Register (NAR) within Authority is maintained, correcting records and merging duplicate records where required.</li> </ul>
Ownership/Address Details	<ul style="list-style-type: none"> <li>Process Notice of Sale/Transfers issued by Land and Property Information NSW ensuring Council's property ownership records are accurate.</li> <li>Process change of address requests and update records with e-mail address details as provided by customers.</li> <li>Investigate returned mail to determine appropriate mailing address.</li> </ul>
Reconciliations	<ul style="list-style-type: none"> <li>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 to the Rates Module.</li> <li>Reconcile rates levied with the Rates Ledger, General Ledger and Valuation Register on a monthly basis.</li> </ul>

### Key Accountabilities / Duties

Reporting	<ul style="list-style-type: none"> <li>• 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</li> <li>• Prepare statistical reports for various Council branches as required</li> </ul>
Authority Module Champion	<ul style="list-style-type: none"> <li>• Module Champion for Authority Rates, Water Billing and NAR modules.</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Provide a high level of customer service to internal and external customers</li> <li>• When based in the Wellington Office undertake the provision of customer service at the front counter as required</li> </ul>
Correspondence	<ul style="list-style-type: none"> <li>• Revenue correspondence prepared and answered in a timely and efficient manner</li> <li>• Review requests for adjustments to Water, Sewer or Trade Waste accounts and prepare recommendations in accordance with Council Policy</li> </ul>
Filing	<ul style="list-style-type: none"> <li>• Filing and archiving of records in HPE Content Manager</li> </ul>
Revenue Accounting Team Support	<ul style="list-style-type: none"> <li>• Provide support and relief to the Debt Recovery Officer</li> <li>• Participate and contribute to an effective and productive team</li> <li>• Assist in any other matters as requested by the Revenue Accountant, Chief Financial Officer or the Director Corporate Services.</li> </ul>

### Inherent Requirements of the Position

- Class C Drivers Licence
- 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 III in Business, Finance, Administration or relevant discipline
2. Demonstrated experience in carrying out Accounts Receivable processes
3. High level customer service skills
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. Knowledge of the rating provisions of the Local Government Act 1993

### Organisation Wide Accountabilities

Corporate Values	<p>All employees have a responsibility to uphold the values of Dubbo Regional Council being:</p> <ul style="list-style-type: none"> <li>• Progressive <ul style="list-style-type: none"> <li>○ Be Curious, Courageous and Committed</li> </ul> </li> <li>• Sustainable <ul style="list-style-type: none"> <li>○ Balanced Approach To Growth and Opportunity</li> </ul> </li> <li>• One Team <ul style="list-style-type: none"> <li>○ Working Together</li> </ul> </li> <li>• Integrity <ul style="list-style-type: none"> <li>○ Accountable For Our Actions</li> </ul> </li> </ul>
Work Health and Safety	<p>All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:</p> <ul style="list-style-type: none"> <li>• Complying with Council's WHS policies and procedures</li> <li>• Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others</li> <li>• Reporting any potential hazards, incidents or injuries to their Supervisor or People, Culture &amp; Safety within 48 hours</li> <li>• Participating in any WHS consultation arrangements</li> <li>• Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace</li> <li>• Correctly using all personal protective equipment</li> <li>• Complying with emergency and evacuation procedures and site rules if applicable</li> <li>• 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</li> </ul>
Sustainability	<p>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.</p>
Code of Conduct and Equal Employment Opportunity	<p>Staff will, at all times, adhere to:</p> <ul style="list-style-type: none"> <li>• Council's adopted Code of Conduct.</li> <li>• 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.</li> </ul>

**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: