



INFORMATION PACKAGE

POSITION VACANT

REVENUE OFFICER – WATER BILLING

REF NO: ESC271

CLOSING DATE: 4.30PM WEDNESDAY 25 SEPTEMBER 2019

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Eurobodalla Shire Council
PO Box 99
MORUYA NSW 2537

Telephone: (02) 4474 1016
Facsimile: (02) 4474 1212
Email: positions@esc.nsw.gov.au

Thank you for enquiring about this position.
If, after reading the information in this package, you would like further information please contact Michelle Smith on (02) 4474 1286



Collaborative Respectful Team Spirit Professional Open + Trusting



Important Information

Use our on-line application system to apply for this position. This can be accessed through the Jobs at Council section of Council's website www.esc.nsw.gov.au

Claims against the selection criteria

This is the most important part of the application:

- Only applicants who address the selection criteria will be considered for the position.
- The job description outlines the duties of the role and describes the selection criteria that your application will be checked against. It is recommended that you include examples where you can.
- Selection for interview is based on the responses you make to these criteria.
- The selection criteria are mandatory fields in the online application system and you will be required to provide a response to these criteria as part of the application process.

Prepare your resume (or CV)

- Prepare or update your resume (or CV) including your personal details, education and training, any relevant licences or certificates, employment history and contact details for at least two referees.
- Save your resume as a Microsoft word document or a PDF document, so it is ready for you to attach to your online application.
- Your resume should include a description of your skills, knowledge, personal qualities, experience and how they relate to the position.

Upload your resume, complete all sections of the online process and press submit to lodge your application.

Confidential referee checking will be carried out to verify the information provided in your application and at the interview. We will not contact any of your nominated referees without seeking your permission first.

For further information on how to make a great application don't hesitate to contact the Council's recruitment team on (02) 4474 1016.



Position Description

Revenue Officer – Water Billing


Position Code	285
Division	Finance and Business Services
Location	Moruya Administration Offices
Band/Level	Administrative / Technical / Trades Band 2 Level 1

Council values

The Eurobodalla Shire Council is guided by organisational values of collaboration, respect, team spirit, professionalism and openness and trust. These values contribute to the organisation's strategic direction and assist with decision making.

Our values represent 'the way we do things' and underpin the range of professional relationships we have with others in our day-to-day work. By reflecting and upholding our values throughout the organisation, we can make a positive difference for our community and our colleagues.

We are proud to be an equal employment opportunity employer. We have a strong commitment to enhancing equality of employment opportunities for all people, including those from diverse and minority backgrounds.

 Our values	We are collaborate	We ask for and share ideas, insights and knowledge. We find strength and reward in working together.
	We are respectful	We show respect and compassion to each other and our community. When there are issues, we go to the source.
	We show team spirit	We nurture and value our relationships, bringing out the best in each other.
	We are professional	We act with integrity, take pride in our work and always think first of our community. We aim for excellence in all that we do.
	We are open and trusting	We are upfront and sincere and trust our colleagues to respect our honest and vulnerability. We look for the best in people and expect that in return.

Primary purpose of the position

Record water consumption readings for the issue of water accounts and facilitate the water meter replacement program.

Main duties and key result areas (KRA)

1. Obtain water meter readings, validate and process data and amendments for the issue of water accounts for billing runs and the meter replacement program.
KRA: Ensure water accounts are processed and accurately issued within the required timeframe following meter reading or replacement.
2. Issue pro-rata accounts on failed meters and/or arrange and agree on acceptable alternative in special circumstances.
KRA: Ensure pro-rata accounts are issued or alternative arrangements on failed meters are fair and reasonable and comply with Water Regulations and Council Policy.
3. Assist in the co-ordination and issue of overdue notices.
KRA: Ensure all relevant information is up to date to ensure overdue notices can be accurately issued within 14 days of account due date.
4. Conduct discussions/negotiations with debtors regarding payment arrangements for overdue water balances.
KRA: Discussions/negotiations are conducted firmly and courteously. Payment arrangements are made. Council policy is complied with and arrangements are appropriately documented.
5. Appropriate steps are taken to ensure debtors that do not comply with their arrangement are automatically identified for further recovery action.
KRA: Monitor payment arrangements for compliance, updating records in a timely manner to ensure further recovery action can be initiated within the required timeframe.
6. Report on and recommend determination on disputed accounts to Revenue Accountant.
KRA: Ensure disputed accounts are accurately documented, with appropriate determination in line with Council Policy reported to the Revenue Accountant within the required timeframe.
7. Monitor and assess reading walks and billing processes.
KRA: Meters are read in accordance with Council Policy. Reading route reviewed in consultation with the meter reader for efficiency and appropriate amendments made as required.

8. Monitor and assess water meter replacement criteria to ensure replacements are coordinated with relevant operational staff for faulty and aged meters.
KRA: All faulty meters are replaced within required timeframes, the meter replacement program is scheduled to ensure the replacement target is met, documentation is provided to operational staff and appropriate action is taken in a timely manner to maximise water usage income.
9. Provide ongoing support to the Revenue Officer – Arrangements and Referrals as required to ensure the achievement of water recovery objectives.
KRA: Provide assistance to water recoveries to ensure the achievement of deadlines.
10. Provide ongoing support to the Revenue Supervisor as required to ensure the achievement of objectives.
KRA: Provide assistance to ensure the achievement of deadlines.
11. Assist other staff as required with duties that are consistent with the grade of this position.
KRA: Provide assistance to staff in the development and smooth running of the Finance Department to ensure the achievement of departmental goals.
12. Respond to all water related correspondence and provide assistance with other relevant Revenue enquiries as required.
KRA: Ensure all correspondence and enquiries are answered in accordance with Council Policy.
13. Ensure the provision of excellent internal and external customer service.
KRA: That there are no significant warranted complaints related to customer service.
14. Follow EEO and diversity principles and practices.
KRA: Work practices are compliant with EEO and diversity policies and procedures.
15. Maintain own health and safety and that of other people at the workplace or those who may be affected by the work being carried out.
KRA: Legal requirements met and Council's WHS policies and procedures complied with.

Qualifications/Experience (Selection Criteria)

Essential

1. Considerable experience in a financial environment.
2. High level of oral and written communication skills.
3. Customer service and communication skills including negotiation/conflict resolution techniques which allow the arrangement of alternative payment options.

4. Demonstrated organisational skills to co-ordinate and prioritise a range of tasks in a busy environment to meet strict deadlines.
5. Ability to work successfully as part of a team.
6. Understanding and ability to use a range of computer software, including financial systems and MS Office programs.
7. Willingness and ability to follow EEO and diversity principles and practices.
8. Knowledge of, or the ability to quickly gain knowledge of, Council's WHS Policy and procedures.

The requirements outlined in Council's Policies and Codes of Practice apply to all employees of Council.

EMPLOYEE: Position Vacant
SUPERVISOR: Michelle Smith
DATE: September 2019

CONDITIONS OF EMPLOYMENT

Position Title:	Revenue Officer – Water Billing
Reference Number:	ESC271
Grading:	Grade 8 of Council's salary system
Salary Range:	<p>In the range of \$1,180.46 to \$1,257.80 gross per week comprised of:</p> <ul style="list-style-type: none"> * \$1,078.05 to \$1,148.68 base salary, * \$102.41 to \$109.12 superannuation (calculated at 9.5%)
Award:	Local Government (State) Award 2017
Probation:	A probationary period of three months applies to new staff members. Ongoing employment is subject to successful completion of the probationary period.
Pre-placement Medical:	An offer of employment for this position may be subject to medical clearance to verify that you are safely able to undertake the duties of the position. Pre-placement medical examinations are at Council's expense.
Hours of Work:	<p>Full-time, 35 hours per week. Office hours are:</p> <p>8.30am to 4.30pm Monday – Friday</p> <p>ESC has a Council Agreement which provides for flexibility in working hours by individual agreement between employees and managers.</p>
Location:	Based from Council's Main Office in Moruya, (corner of Vulcan and Campbell Streets), and may be required to work at various locations across the Shire.
Leave Entitlements:	<p>4 weeks annual leave per full year of service. Annual leave accrues progressively over a 12 month service period and accumulates from year to year.</p> <p>3 weeks sick leave on commencement. Additional 3 weeks accumulated on each anniversary of appointment.</p>



ESC is committed to a safe and mentally and physically healthy workplace environment. Council is an equal employment opportunity employer with a smoke free work environment. We encourage applications from people of Aboriginal/Torres Strait Island backgrounds, people with a disability and their carers, people from non-English speaking backgrounds and women.

EUROBODALLA SHIRE COUNCIL ORGANISATION CHART



EUROBODALLA SHIRE COUNCIL DIVISION CHART

