

# Position description

## Revenue Officer

Division:	<b>Corporate Services</b>
Department:	<b>Finance</b>
Reports to:	<b>Team Leader – Rating Services</b>
Number of direct reports:	<b>Nil</b>
Location:	<b>Yalawanyi Ganya, Biripi Way, Taree</b>
Grade:	<b>6</b>
Employment status:	<b>Permanent, Full-time</b>
Hours of work:	<b>35 hours per week</b>
Date approved:	<b>27 August 2021</b>

### Our Mission

“We deliver benefits for our community in a way that adds value and builds trust”.

### Our Values

Organisational values are a critical component of our organisational culture. Council staff and management have created and adopted the following set of organisational values which help guide our decisions and behaviours.

<b>Wellbeing</b>	We value safety, security, health and happiness
<b>Integrity</b>	We are open, honest, accountable and take pride in all we do
<b>Sustainability</b>	We use efficiencies, innovation and cooperation to achieve sustainable results
<b>Respect</b>	We work together respectfully ensuring inclusion, equality and open communication

### Position Overview

Reporting to the Team Leader – Rating Services, the Revenue Officer will support and contribute to the achievement of outcomes in line with organisational and departmental strategies, objectives, vision and values.

The position is responsible for assisting undertaking general administrative and financial tasks associated with Council's Rating and Billing functions, systems and processes and for ensuring that customer service is provided at adopted levels.

## Key Accountabilities & Duties

- Determine eligibility of pensioners for rebates, process pension rebate applications, and enter rebates and pension flags/Centrelink details on system master files in accordance with the provisions of the Local Government Act and government department conditions of usage and within agreed timeframes.
- Validate pension rebate applications in accordance with Centrelink and Department of Veteran Services procedures.
- Process adjustments to pension rebates as required following completion of validation of data with government departments in accordance with adopted processes.
- Process adjustments to rates assessments within agreed timeframes following receipt of properly authorised requests. Ensure that appropriate system maintenance is undertaken if required.
- Ensure that electronic payment files are downloaded each day for receipting / upload / allocation to correct assessments / accounts. Investigate and correct errors / mismatches within agreed timeframes.
- Process and input all direct debit requests from customers against relevant assessments / accounts and ensure that requests are stored in accordance with statutory requirements.
- Extract Direct Debit details from relevant systems ensuring that correct amounts have been extracted. Arrange for upload of files for transmission to Council's bank.
- Process rejected direct debit transactions, dishonoured cheques and undertake follow-up action as required.
- Process Notices of Sale received from Land & Property Information (LPI) ensuring that appropriate amendments are made to assessments / accounts to deal with direct debit and pension entitlements of former owners and that assessment / account balances/refunds are appropriately allocated.
- Raise, amend or abandon rates, annual charges and extra charges where appropriately notified and authorised. Complete journal entries in a timely and accurate manner ensuring that correct charges are levied and that appropriate coding occurs to ensure that future accounts are correct.
- Prepare Section 603 and 735A Certificates for review and issue, ensuring that the correct property is selected and payment status is current.
- Manually adjust certificates for any property that may have been sub-divided and/or where rates need to re-levied and ensure that notations are made against assessments / accounts to enable verbal updates to be provided to customers.
- Arrange for special water meter readings to be taken and produce special meter reading certificates for water usage.
- Attend and respond to customer correspondence and enquiries (irrespective of format or media) in a courteous and prompt manner in accordance with corporate standards and timeframes.
- Assist all Revenue staff as required to ensure the section functions efficiently and provides a high level of service to the community, management, other staff and other customers.
- Role model and encourage behaviours that align with Council's Organisational Values.
- Work Health & Safety - All Council staff are accountable for ensuring that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation. Staff are also required to adhere to Council's relevant safe work instructions, policies and procedures.

- Equal Employment Opportunity (EEO) - All Council staff are required to adhere to Council's EEO policies and procedures.
- Delegations - All Council staff are required to comply with the financial and operational delegations issued to them as per Council's delegations register.
- Other duties within the employee's skill, competence and training level, as required to meet business needs.

## Selection Criteria

1. Minimum TAFE Certificate IV in Accounting / Finance or equivalent with a preference for Diploma level qualifications.
2. Relevant experience in the processing/ recording / reconciliation of financial and property based transactions in an accounting / finance based environment.
3. Demonstrated experience in the interpretation of documentation such as legislation, regulations or standards relevant to the role being undertaken.
4. Demonstrated commitment and experience in the provision of quality customer service to internal and external customers.
5. Demonstrated experience in Microsoft Office products (particularly Microsoft Excel) and recognised accounting or property based software packages with the ability to quickly become competent in the use of new systems / programs.
6. Demonstrated ability to develop and maintain constructive relationships, both internally and externally, that contribute to the achievement of organisational outcomes.
7. Demonstrated ability to meet the focus capability requirements of this position as defined in the position capabilities.
8. Current Class C Drivers Licence





## Position Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose.

More detailed descriptors of capabilities are available at: <http://capability.lgnsw.org.au/?staff-member>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

## Local Government Capability Framework

Capability Group	Capability Name	Level
	Manage Self	Intermediate
	Display Resilience and Courage	Intermediate
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Demonstrate Accountability	Intermediate
	<b>Communicate and Engage</b>	<b>Intermediate</b>
	<b>Community and Customer Focus</b>	<b>Adept</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Create and Innovate	Foundational
	Deliver Results	Intermediate
	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational

## ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is expected at MidCoast Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by MidCoast Council from time to time as necessary.

Employee's Signature:

Date:

## HR USE ONLY

Is a Working with Children Check required for this position?

Yes ☐ No ☒

Is a criminal record check required for this position?

Yes ☒ No ☐

