

Revenue Officer

Position Description



Position number:	0851, 0852, 1323, 1439
Classification:	Band 4
EA:	Merri-bek City Council Enterprise Agreement
Directorate:	Business Transformation
Branch:	Finance and Procurement
Unit:	Revenue Services
Reports to:	Team Leader Revenue Services
Supervises:	N/A
Approved by:	Unit Manager Finance

Organisational vision:

One team, brave and diverse, making a difference

Organisational values:



With the community at the heart, this is our promise:



Position objectives

Reporting to the Team Leader Revenue Services, this role will work alongside the revenue services team to ensure high-quality customer service is provided. This role will provide assistance in the provision of rating, special rates and charges, land information certificates and property valuations in a timely, effective and accurate manner. This role is responsible for ensuring the computer systems relating to these activities are maintained and updated and that customers are provided with advice and assistance.

Key responsibility areas

The role is responsible for:

Revenue Services:

- Providing a customer focused rates service to customers (internal & external) by ensuring that all rates administrative functions are processed in an accurate and timely manner with appropriate supporting documentation in accordance with council procedures.
- Communicate with general public, customers, government departments and staff.
- Provide written correspondence to incoming requests daily.
- Produce land information certificates daily.
- Assist with administration support for property and supplementary valuation tasks if required.
- Assist in recovering all amounts due or payable to Council promptly in accordance with the Debt Management (Including Financial Hardship) policy.
- Administration, including but not limited to the processing of all acquisitions, dispositions and changes of address, direct debit, copy notices, ownership requests and written enquiries.
- Providing customer support for initial customer enquiries for rates and valuations directing more complex matters to the Team Leader or other officers as appropriate.

Other duties:

- Relieve other officers in the unit during leave absences and in times of emergency.
- All other duties and additional tasks as directed, within the skills and abilities of a position at this level.

Employee competencies and accountabilities

Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.

- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Courage:** Stepping up to address difficult issues, saying what needs to be said.

Accountabilities:

- Contribute to the effective implementation of the Merri-bek Continuous Improvement system in the work area and achievement of quality outcomes.
- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.
- Merri-bek City Council is committed to being a Child Safe organisation and has zero tolerance for child abuse. We believe children and young people have the right to be and feel safe and that their safety and wellbeing is the responsibility of everyone. It is expected that the successful incumbent of this position will adhere with the above statement and Council's Child Safety and Wellbeing Policy and Procedures whilst undertaking their duties.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

Organisational relationships

Internal Relationships	Merri-bek City Council staff, contract valuers, communications team
External Relationships	All customers of Council, ratepayers and residents, public authorities, Valuer General, State Revenue Office and Other Government Departments

Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 4 employee as outlined in the Moreland City Council Enterprise Agreement (Schedule A - Classification Definitions - 4. Employee Band 4).

1. Accountability and Extent of Authority:

- This position is accountable to the Revenue Services Team Leader and Finance Unit Manager for the accuracy, quality and timelines of the responsibilities and tasks allocated in accordance with council policies, processes and procedures.
- Accountable for providing clear and accurate information to internal and external customers in line with the Local Government Acts 1989 & 2020, Valuation Act 1960 and the Privacy Act 2000, any regulations and Council policies.
- The duties of the position are carried out within specific guidelines and under general supervision.

2. Judgement and Decision Making:

- The position will be required to make judgement on the method or process to be used to suit the circumstances.
- Recommendations as to changes regarding accounts not in line with Council policies.

- Sound decision making when dealing with internal and external customers with an ability to determine when to transfer a complex customer request/enquiry to a supervisor.
- Ability to use independent and sound judgement on day-to-day operations of revenue processes and to develop solutions to overcome administrative problems identified and where necessary recommend / determine appropriate courses of action.
- Guidance and advice are always available within the time available to make a choice.

3. Specialist Knowledge and Skills:

- An understanding of office administration procedures as they relate to the Revenue Services unit.
- An understanding of the Privacy Act 2000.
- Strong experience in customer contact/public relations and the capacity to manage difficult customers.
- Understanding of debt recovery procedures.
- Strong attention to detail and a high level of accuracy.
- Strong problem-solving ability.
- Sound computer and keyboard skills (Microsoft office applications).
- Ability to assist in investigating and researching to provide recommendations that will assist the unit in managing implementation of processes to improve Council's budgeting and reporting requirements.

4. Management skills:

- Requires skills in managing time, setting priorities and planning and organising one's own work.
- Ability to manage sensitive and confidential matters discreetly and tactfully.
- Ability to be self-motivated and enthusiastic requiring minimum supervision for day-to-day tasks.
- Strong administration skills

5. Interpersonal Skills:

- An ability to gain co-operation and assistance from customers, clients, members of the public and other employees to achieve unit/branch aims and objectives.
- Strong customer service orientation with an ability to listen, display empathy and manage difficult customers.
- Excellent verbal and written communication skills with the ability to prepare routine correspondence and reports if required and ability to articulate reasons for decisions.
- Proven capacity in working with others in a productive, structured, co-operative and integrated way.

6. Qualifications and Experience:

Mandatory

- Minimum VCE or equivalent.
- A good level of experience with computer and keyboard skills (Microsoft office applications).
- Experienced computer and keyboard skills and Microsoft office applications.
- Strong experience in engaging with customers and the ability to manage difficult customers.

Desired

- Rates and property knowledge and skills gained through previous experience in a similar role.

7. Physical Requirements of the position

TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	()	()	()	(x)
-below 10kgs	()	()	(x)	()
Manual handling frequency	()	()	(x)	()
Repetitive manual work	()	()	(x)	()
Repetitive bending/twisting	()	()	()	(x)
Working with arms above head	()	()	()	(x)
Lifting above shoulder height	()	()	(x)	()
Using hand tools – vibration/powerful	()	()	()	(x)
Operating precision machinery	()	()	()	(x)
Close inspection work	()	()	()	(x)
Wearing hearing protection	()	()	()	(x)
Wearing eye protection	()	()	()	(x)
Working in dusty conditions	()	()	()	(x)
Working in wet/slippery conditions	()	()	()	(x)
Wearing Gumboots	()	()	()	(x)
Wearing safety shoes/boots (steel cap)	()	()	()	(x)
Working with chemicals/solvents/detergents	()	()	()	(x)
Washing hands with soap (hygiene)	()	()	(x)	()
Working at heights	()	()	()	(x)
Working in confined spaces	()	()	()	(x)
Working in chillers (+4 degrees C)	()	()	()	(x)
Performing clerical duties	(x)	()	()	()
Working on a keyboard	(x)	()	()	()
Driving cars and/or trucks	()	()	(x)	()

8. Key Selection Criteria

- Relevant qualifications in Business Administration and/or previous experience in a Rates and Revenue administration role.
- Good written and verbal communication skills, including listening skills.
- *Strong skills in customer contact/public relations and the capacity to manage difficult customers.*
- Sound computer and keyboard skills (Microsoft office applications).
- Demonstrated time management and administration skills.
- Demonstrated ability to work as part of a team and individually to manage a varied workload, undertake a variety of tasks and achieve common group as well as individual goals.
- Experience in a rates, valuation, or revenue office with an understanding of debt recovery procedures would be highly regarded.
- Experience with rating systems is preferred.