
Revenue & Property Assistant

Position description

January 2019




Northern Grampians Shire Council
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Position description

Position title	Revenue and Property Assistant
Classification	Band 4
Directorate	Corporate Services
Department	Financial Services
Establishment Number	CSFS10

Our organisation

Northern Grampians Shire Council values community spirit, innovation and collaboration. We have implemented a flexible approach to working arrangements and locations that operates on the Microsoft Platform and, where possible, we are upgrading our systems to be cloud-based. This improves efficiency and equips our employees to undertake their roles effectively and efficiently whether they are working in the office or in other locations.

Position objectives

This position has the responsibility to provide assistance with administrative functions relating to the management of Council’s rating and revenue systems in a confidential and impartial manner, recognising the need for efficient and timely responses.

Key responsibility areas

- Model Council values and be an integral member of the financial services team including participating in team projects, process mapping and review, and proactively responding to customer requests.
- Assist in maintaining Council’s property and assessment database in accordance with the *Local Government Act*, including change of ownership, address changes, voting entitlements, land title information, classifications, zonings, development history and all charges against properties.
- Assist in responding to ratepayer enquiries.
- Undertake general administrative tasks and preparing correspondence related to rating matters as required by the Coordinator Property and Revenue.
- Ensure all land information certificates are prepared in a timely manner and that all certificate applications are appropriately invoiced.
- Process and maintain direct debit applications and uploading of payment files into banking software.
- Download direct debit files from banking software and process in accounting system.
- Assist with revenue duties as requested, including phone payments and general debtor enquiries.
- Ensure Council’s Service Standards are met, customers requests are handled efficiently in a knowledgeable, confidential and timely manner ensuring delivery is responsive, first point issue resolution and customer centric.
- Perform, as directed, other duties that are within the limits of the incumbents’ skill, competence and training.

Corporate responsibilities

All staff will:

- ensure that Council’s Code of Conduct is adhered to at all times
- adhere to Council’s OH&S, risk management, equal opportunity and risk management policies, procedures and work practices as well as act in accordance with the Charter of Human Rights.
- ensure that information about the activities and direction of the role are communicated to managers and staff within the organisation
- ensure all organisational reporting, Council and management meeting requirements are completed accurately and on time
- ensure Council’s document management and customer-tracking systems are utilised and correspondence is actioned within required time frames

Organisational relationship

Reports to	Coordinator Property and Revenue
Manages	n/a
External relationships	General public, Council’s debt collection agent, clients including solicitors and the Australian & Victorian Electoral Commissions
Internal relationships	All Council employees

Accountability and extent of authority

- assuring the quality of work performed and that tasks are performed in an efficient, effective, and accountable manner
- maintaining accurate and up to date records
- Freedom to act is governed by clear objectives and budgets, frequent prior consultation with Coordinator Property and Revenue, and a regular reporting mechanism to ensure adherence to plans.

Judgement and decision making

- judgement is exercised within the framework of policies, established administrative practices and departmental procedures but initiative is required to determine efficient process completion.
- the incumbent is expected to exercise discretion in relation to customer queries and day to day creditor operations and is required to plan their own work within given guidelines and will determine process and procedural requirements on a daily basis
- guidance and advice from the Coordinator Property and Revenue and other senior rates staff is always available.

Specialist skills and knowledge

- High level of computer literacy including proven experience in the use of and familiarity with office management computer software. Crystal reporting an advantage.
- Demonstrated ability in keyboard skills.
- Knowledge and understanding of basic accounting principles an advantage.
- Proficient in delivering services against standard procedures.

Management skills

- ability to review and interpret numerical information, ensuring that attention is paid to detail in line with audit, ATO and regulatory requirements
- time management skills and the ability to set priorities and organise work to meet the needs of internal and external customers

- ability to assist other employees by providing guidance, advice and on-the-job training on routine technical, procedural or administrative matters.

Interpersonal skills

- ability to effectively communicate with customers and staff to provide information and maintain good customer relations
- ability to gain cooperation and assistance from clients, members of the public and employees to solve problems through discussion
- ability to listen and respond to client enquiries (verbal and written)
- ability to maintain confidentiality.

Qualifications and experience

- Previous experience in a similar administrative role in a direct customer service environment would be highly regarded.
- High level of computer literacy including proven experience in the use of and familiarity with office management computer software.

Selection criteria

1. Demonstrated ability to effectively communicate with customers and staff to provide information and maintain good customer relations
2. Proven ability to work cooperatively and positively as a member of a team
3. Proven ability to maintain confidentiality
4. High level of computer literacy

Conditions of employment

Conditions of employment are in accordance with the *Northern Grampians Shire Council Enterprise Agreement Number 8 – 2018* and Northern Grampians Shire Council policies and procedures.

Tenure - Permanent Part time.

Qualifying period - All Council appointments are subject to a minimum period of employment ("qualifying period") of six months .

Driving licence – The incumbent must hold a current driver's licence which allows them to drive within Victoria.

Medical examination - All appointments are required to undertake a satisfactory pre-employment medical examination at Council's expense.

Working with Children Check - The incumbent must hold a current Working with Children Check.

Police Check - All appointments are subject to a satisfactory National Police Record Check.

Workcover arrangements - As a condition of appointment to this position, the appointee must disclose pre-existing illnesses or injuries prior to employment and may be required to undertake a medical examination with a Registered Medical Doctor; failure to do this may remove the appointee's entitlement to any future Workcover compensation.

Document review

Date Approved/reviewed	January 2019
Prepared by	Manager Financial Services

Approved by

Chief Executive Officer

Employee Signature

[acceptance_status]

[acceptance_date]

[candidate_name]