

## POSITION DESCRIPTION

<b>Position Title:</b>	Coordinator Revenue
<b>Position Number:</b>	7124
<b>Group:</b>	Commercial and Corporate Services
<b>Business Unit:</b>	Financial Services
<b>Service Unit:</b>	Finance
<b>Service Package:</b>	Revenue
<b>Reports To:</b>	Chief Financial Officer
<b>Grade:</b>	12
<b>Hours Of Work:</b>	35 hours per week
<b>Last Date Of Review:</b>	July 2023
<b>Last Date Of Evaluation:</b>	July 2023

### Role Function Summary

The Coordinator Revenue is accountable for administering and managing Council's rating, water billing and debt management functions, as well as the management of payments owed to Council, including invoicing and statements.

### Key Responsibilities (Major and Essential Job Functions)

- Ensure Council meets all legislative, regulatory and policy obligations related to the calculation and levying of rates and associated charges, and management of payments due to Council
- Lead the preparation of revenue forecasts and development of annual rating scenarios for inclusion in Council's Operational Plan
- Lead the administration of Council's rates and water billing functions, including distribution of notices, responding to enquiries, property valuation adjustments, and administration of pensioner concessions
- Accurately maintain Council's rates register within the corporate system
- Manage the Accounts Receivable functions of Council
- Manage and administer Council's Hardship Policy and debt management framework
- Manage property transfers and the issue of Certificates under Section 603 of the Local Government Act 1993
- Prepare statutory financial reports and returns
- Review internal control systems and processes to ensure continuous improvement and compliance
- Contribute to ensuring a successful and smooth annual financial auditing process
- The provision of professional financial advice to the organisation
- Assisting within the Finance team as required

### Organisational Responsibilities:

Council's decisions, actions and behaviours are governed by its vision, mission and values. All employees of

Council have an accountability to ensure their work and behaviour is aligned to these.

<b>Community Vision</b>	Singleton. Vibrant, progressive, connected, sustainable & resilient.
<b>Organisation Vision</b>	ESP - Engaged people; Safe workplace; and a Performance based culture
<b>Values and Behaviours</b>	<p>Council has five values which guide behaviours and decision making. It is through these values high quality services are delivered to employees and the community. Employees play an important role in leading the way and upholding Council's values, including the Code of Conduct. Council's values are:</p> <p><b>Accountable:</b> We know what we do, and do what we say</p> <p><b>Connected:</b> We work together to create community</p> <p><b>Integrity:</b> We do the right thing</p> <p><b>Care:</b> We are people who care</p> <p><b>Adaptable:</b> We are ready to respond.</p>
<b>Safe Workplace</b>	It is a requirement of employment with Singleton Council that all staff undertake their work in accordance with WHS policies and procedures. Employees will display and promote safety in the workplace at all times.
<b>Policies and Procedures</b>	<p>The responsibilities of this position are completed in line with all Council policies and procedures related to this position.</p> <p>Awareness of the principles of equity and diversity, work health and safety, environment, risk management, records management and quality assurance as they relate to this position.</p>

#### Organisational Relationships

<b>Internal Relationships:</b>	Whole of Council; Finance Team; Leadership Team & Business Development & Grants Specialist
<b>External Relationships:</b>	Customers and members of the public; Government Agencies; Banking Institutions; Other Council's; Community Organisations; Contractors and Consultants
<b>Direct Reports:</b>	Revenue Officer x 2
<b>Indirect Reports:</b>	Nil

#### Specifications and Technical Skills:

##### Essential Criteria:

- Degree qualifications in accounting, finance or related discipline, or significant contemporary experience in a relevant field
- Knowledge of the Local Government Act, Strata Titles Act and Valuation of Land Act in areas pertaining to rates and land valuations
- Demonstrated experience and ability to lead, coach and support staff
- Demonstrated high level customer service skills
- Highly developed numeracy, verbal and written communication skills (including business report writing)
- Excellent computer literacy, including advanced Excel skills
- Advanced analytical and problem solving and conflict resolution skills

##### Desirable Criteria:

- Contemporary experience in rates accounting and management in a NSW Local Government environment
- Previous experience with the Civica Authority software applications

##### Licences and Tickets:

- Class C drivers licence

#### Physical Requirements / Work Environment:

The physical demands and work environment described here are representative of those that must be met by an

employee to successfully perform the inherent requirements of the job. This position will involve work in the office environment as well as being able to navigate construction and work sites.

### Physical Requirements and Work Environment

ACTIVITY	FREQUENCY				# OF HOURS A DAY							
	Repetitive	Frequent	Occasional	Infrequent	1	2	3	4	5	6	7	8
Sitting		✓						✓				
Walking			✓		✓							
Standing			✓		✓							
Bending				✓								
Squatting				✓								
Climbing				✓								
Kneeling				✓								
Twisting				✓								
Lifting				✓								
Driving				✓								

If manual lifting is required ensure a risk assessment is completed each time lifting is required.

Hand Manipulation Required	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Repetitive Hand Movements	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
	<b>Right Hand</b>					<b>Left Hand</b>			
Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Power Grasping (tight grip)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Power Grasping (tight grip)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Fine Manipulation (fine finger)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Fine Manipulation (fine finger)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

Tick below if these are requirements of the position:

	Operating mobile plant		Working with paints, solvents, oil, grease
✓	Light repetitive handling		Cold environment
	Dog/cat control		Climbing, working at heights
	Cattle, sheep handling		Confined spaces work
	Native Animal, reptile handling	✓	Customer contact
	Garbage collection		Screen based work (intermittent)
	Office, toilet cleaning	✓	Screen based work (constant)
	UV exposed	✓	Clerical deadlines
	Herbicide/Pesticide use		Supervisory – clerical, planning, deadlines
	Walking on Slopes / Hills / Gradients		Building trades work
	Walking on uneven surfaces		Motor trades work
	Working with bitumen		Child care
	Working with concrete		Hospitality
	Working with electricity		Exposure to dust or fumes

## Skills Progression and Assessment Record:

Position Title: **Coordinator Revenue**

Employee:

<b>Skill Progression Requirements</b> <input checked="" type="checkbox"/> Step Achieved	<b>Salary Step</b>	<b>N/A</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Qualifications in business/accounting/finance	1					
Excellent customer service skills and attitude	1					
Excellent computer literacy	1					
Ability to work cooperatively within the team environment	1					
Advanced analytical and problem solving skills	1					
Demonstrated ability to adhere to Council's Recordkeeping procedures	2					
Working knowledge of LG Rating and Revenue functions and associated legislation	2					
Demonstrated ability to critically assess hardship applications	2					
Contribute to the annual revenue policy for inclusion in the Operational Plan	2					
Establish and maintain positive relationships with key stakeholders both internal and external	2					
Development and implementation of rating structures/forecasts for Council estimates	3					
Advanced Excel knowledge	3					
Demonstrated initiative in implementing process improvements within the team	3					
Actively engage and form positive relationships with key stakeholders	3					
Demonstrated ability to mentor and develop the team	3					
Demonstrated ability to complete the annual statutory Statement of Compliance	4					
Demonstrated ability to complete the annual statutory Pensioner Claim	4					
Ability to create SQL queries to provide metrics information to management	4					
Demonstrated ability to cross skill and perform duties of other team members when required	4					
Ability to assist with special projects as required	4					

Skills Review Year: \_\_\_\_\_ Position: **Coordinator Revenue**

**Annual Skills Assessment:**

The following is to be completed at the time of the annual skills assessment.

**People Leader's comments on Employee's skill progression:**

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**Employee's Comments:**

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Name

Signature

Date

**Coordinator's Comments:**

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Name

Signature

Date

**Manager's Comments:**

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Name

Signature

Date

Summary of Skills Assessment	1	2	3	4
Total number of skills at each salary step =				
Number of skills not applicable at each salary step =				
Number of skills achieved at each salary step =				
Number of skills not achieved at each salary step =				
<input checked="" type="checkbox"/> <b>Proposed Salary Step Placement</b>				