

POSITION DESCRIPTION

Position Title	Revenue Officer
Department/Section	Corporate and Financial Services
Reporting to	Revenue Manager
Location	65 Homebush Road, Strathfield
Grade	12

Organisational Environment and Council Values

Refer to the [Working at Strathfield Council](#) page on our website.

Organisational Structure

Department

The Corporate Services department is responsible for the provision of services relating to:

- Financial Services;
- Corporate Administration Services including Records, Customer Service, Procurement, Insurance and Risk Management;
- Information Technology
- Human Resources and Payroll

Section

The Finance Section is responsible for the provision of financial services including the levying and collection of rates and annual charges, statutory reporting requirements, day-to-day financial processing, management reporting, ensuring appropriate internal financial controls are in place, accounts payable, payroll, ledger reconciliations and tax returns.

Position

The purpose of this role is to:

- Ensure the daily functions associated with updating and maintaining the rates/revenue database are carried out in an efficient and timely manner.
- Ensure the timely processing and issue of Council rates.

Note:

This Position Description and all associated information is not to be considered as a comprehensive, complete and / or exhaustive 'list' of responsibilities, duties, criteria or outcomes. It is indicative only.

The position is part of a team and as such the incumbent is required to know and learn the roles of others in the team, help other team members and assist in any role as and when required in accordance with the Local Government (State) Award.

The position incumbent should be aware that their role and position is dynamic. Continuing development, change and enhancement of processes, practices, knowledge, skills and behaviours is highlighted and expected by Strathfield Council. People and jobs change and develop over time and this position description is intended to facilitate this (as a living document), where the incumbent's active involvement in this endeavour is required.

All duties, tasks and responsibilities etc. must be done to the best of the incumbents' abilities in a timely, effective and efficient manner and to the satisfaction of the Director- Corporate and Human Services.

Major challenges of the position

The major challenges for the position of Revenue Officer are to:

- Process and issue installment notices within legislative timeframes.
- Timely issue of overdue/outstanding reminders and follow-up action, and dealing with any issues arising in a courteous and efficient manner.

Key Accountabilities

- Maintain and update Council's Rates and Revenue databases daily, such as changes of address, transfers, notices of sale, etc
- Process annual pension claim to audit sign off
- Process rates journals and receipting corrections
- Run interest on overdue rate accounts
- Process and update payments made via banking authorities daily
- Investigate and follow up revenue debts (rates) with relevant recovery action as required. Seek assistance if volume requires it
- Produce and issue 603 Certificates, Pensioner Rebates and Domestic Waste adjustments
- Arrange for refunds in relation to rates, charges and rating fees
- Maintain monthly general ledger reconciliations
- Provide a customer focused service to clients (internal and 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
- Liaise with internal and external stakeholders as required
- Comply with all Council's policies and procedures
- Undertake all other duties as directed by management
- Help promote the image of Council as effective, caring, courteous and professional

Criteria

Essential

- Higher School Certificate or equivalent qualification and 3+ years' experience working in a Rates Officer position within local government.
- Sound knowledge of the Local Government Act 1993.
- Strong ability to interpret relevant legislation.
- Proficiency in the use of Microsoft Office products, particularly Excel.
- Sound experience in the use of integrated financial accounting systems.
- Experience in data management, debt recovery, processing pensioner rebates, billings and reconciliations.
- Self-starter with proven ability to work unsupervised.
- Solid interpersonal skills and ability to liaise with internal and external stakeholders.
- Customer service focused.
- Able to process and prioritise workflow.
- Demonstrate a commitment to Equal Employment Opportunity, Occupational Health and Safety and Cultural Diversity principles.

Desirable

- Productivity and process improvement focused

Work Health and Safety (WHS) responsibilities

All workers must take reasonable care for their own health and safety and comply and cooperate with reasonable instructions, policies and procedures regarding the safety and health of other persons and workplaces.

Managers and supervisors have a positive duty to exercise due diligence to ensure that Council complies with its safety operations. The employee who occupies these jobs must acquire and keep up-to-date knowledge of Council's work, health and safety systems which include plans, policies and procedures. Managers and supervisors must have an understanding of work health and safety matters within their scope of operations and ensure that processes for compliance are implemented.

All Council workers are expected to:

Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as affect the health and safety of yourself or others
- Participate in development of safe work procedures and risk assessments with your Supervisor when required
- Actively participate in WHS inductions and training when required
- Wear and use Personal Protective Equipment (PPE) in the prescribed manner and when specified
- Participate in workplace inspections if required
- Use and maintain plant or equipment of any kind, including computer and other telecommunication devices in accordance with instructions and procedures

- Participate in emergency preparedness training, including any required knowledge for business continuity plans
- Report all hazards, near misses and damage as per the SMC reporting procedure
- Participate in accident and incident investigations as required

Certificates of Competency / Licences

Where required for the position, either by legislation, conditions of employment or through SMC policies and procedures, maintain current certificates, licences, operative training etc, and advise of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses that occur at work immediately
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Approval of Position Description

- This position description has been reviewed and accurately describes the job.
- Job qualifications and accountabilities are relevant to the position.

Employee: _____

Signature: _____

Date: _____

Manager: _____

Signature: _____

Date: _____

Position Description reviewed: August 2021