REVENUE ADMINISTRATION OFFICER

POSITION PROFILE

Division	Corporate Support	**Status**	Permanent, Full Time
Unit	Financial Services	**Salary Grade**	Grade 5
Reports to	Team Leader Revenue	**Reviewed**	September 2020

STRATEGIC INTENT

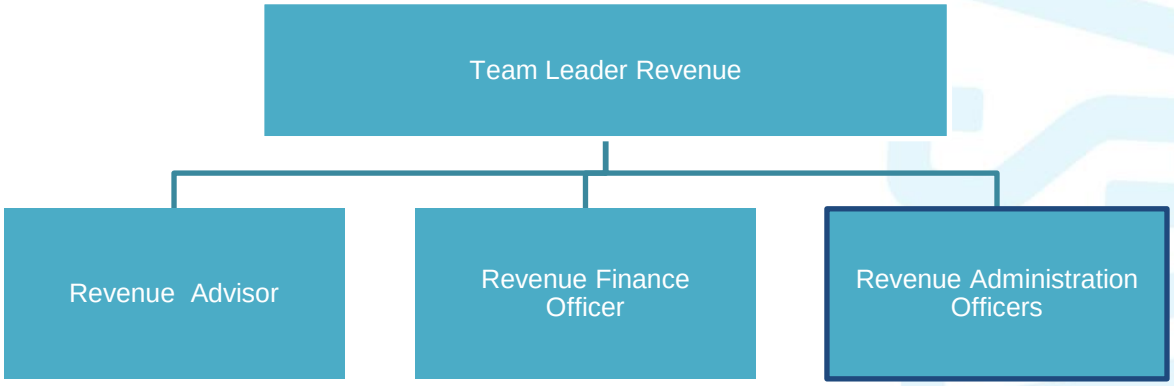
The security and integrity of Council's finances is vital to building trust with our community, staff and stakeholders. The Revenue Administration Officer position contributes to this by assisting in the provision of prudent management of Council's financial records and providing excellent customer service.

POSITION PURPOSE

The role will:

- Provide a high level of service to Council's large number of customers in any form including but not limited to phone calls, email and in person.
- Maintain Council's property and rating database including updating name and address records and property details;
- Maintain Council's sundry debtor database including updating name and address records;
- Process rating and sundry debtor transactions such as receipts, transfers, refunds, and misallocation of payments;
- Process Direct Debit Applications received for rate accounts;
- Process pension rebate applications and undertake eligibility verification process through Centrelink;
- Undertake sundry debtor procedures such as processing invoice requests and issuing statements;
- Assist in the recovery of rates and sundry debtors including issuing reminders, processing payment arrangements and assist with organising legal action.
- Prepare both manual and electronic 603 Certificates and provide updates when necessary to Council customers;
- Assist in the day to day banking and treasury function including the downloading and processing of transactions;
- Provide assistance to the Financial Services department when necessary and perform other duties as directed.

REVENUE TEAM STRUCTURE



POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED
Customer Management Ensure all interactions with customers (both internal and external) align with our brand, enhances our relationships, improve customer satisfaction and inform service delivery.
Continuous Improvement Identify and implement continuous improvement of business processes and practices associated with the treasury function.
Risk Management Contribute to management of the risk associated with the delivery of specified Core Functions, Processes and Activities and associated projects.
Operational Planning Proactively contribute to the successful delivery of accounting services team outputs in the Community Strategic Plan, Delivery Program, Operational Plan and Business Unit Plan by providing expert subject matter knowledge and skills to the unit.
Performance Management Proactively monitor and self-manage performance and act on constructive feedback.
Resource Management Ensure effective resource management (financial, workforce and assets).
Change Management Ensure effective change management in the implementation of a portfolio of projects and activities that together enhance the robustness and quality of Council's financial services.
Other Any other duties within area of skill as directed.

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	▪ You will have relevant experience in a similar role.
Experience or skills	Essential	▪ You will have demonstrated customer service experience in debt recovery and working knowledge of debt recovery procedures. ▪ You will have proven experience in high volume data entry with demonstrated attention to detail and accuracy. ▪ You will have strong emotional intelligence and a proven ability to work collaboratively and foster effective strategic relationships with customers at all levels both internally and externally. ▪ You have the demonstrated technical skills and experience required to perform the role successfully.
Qualifications, Certificates or Licences	Desirable	▪ You may have tertiary qualifications in bookkeeping, administration, accounting or any other relevant field.

CORE CAPABILITIES

Attributes	▪ **Decision making**: Achieving desired outcomes by evaluating and identifying options and involving others in decisions affecting them. ▪ **Goals oriented:** Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them ▪ **Critical thinking**: Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders. ▪ **Communication skills**: able to articulate complex and technical matters in simple terms. ▪ **People skills**: empowers others to think for themselves, able to approach and attempt to resolve disputes in a constructive way and able to provide positive and constructive feedback when necessary. ▪ **Team focussed**: Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues

OUR VALUES

Behaviours	▪ **Collaborate** – We are a united team. We work together to deliver great outcomes for our community ▪ **Achieve**- We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community ▪ **Respect** – We communicate openly, act with integrity and are inclusive ▪ **Evolve** – We look for opportunities and embrace change, championing new ideas, and celebrating solutions.

CORPORATE OBLIGATIONS

Employees	There are no employees reporting to this position.
Delegations	Authority to operate within the Delegations attached to the position.
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behaviour Guidelines.

Enterprise Content Management	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery