



POSITION DESCRIPTION

Position Title	Senior Revenue Officer
Position No.	577
Position Status	Temporary Full-time (up to 14 months)
Business Unit	Finance
Division	Corporate Services
Classification	Band 5
	Terms and conditions of employment are in accordance with the current Wellington Shire Council Enterprise Agreement
Date Approved	March 2021
Approved By	General Manager Corporate Services

WELLINGTON SHIRE COUNCIL VALUES

Cooperation	Working together, teamwork, collaboration and being solution-oriented.
Integrity	Acting with respect, honesty, reliability, trust, tolerance and understanding.
Balance	Demonstrating fairness, equity and flexibility. Consider work-life balance and balancing community needs against resources.
Professionalism	Personal development and meaningful work, being competent, innovative and courageous, focus on excellence and continuous improvement.

POSITION OBJECTIVE

The Senior Revenue Officer is responsible for effective debt collection and receivables management services and reporting status of outstanding debt.

A primary objective of the position holder is to maximise cash flow streams by exercising due diligence in the recovery of outstanding amounts, whilst providing a high level of customer service and customer satisfaction to other Council units and members of the public. In addition to the primary objective may be called upon to raise revenue through supplementary valuations by assisting rates and property officer(s).

ORGANISATIONAL RELATIONSHIPS

Reports to	Rates and Revenue Coordinator
Supervises	N/A
Internal Liaisons	All Council staff
External Liaisons	Ratepayers, counterparts in other municipalities, relevant government departments, debt collection contractors, solicitors, printing contractors, valuation contractors, other financial institutions and suppliers as necessary

DELEGATIONS/AUTHORISATION

This position has delegations / authorisation to exercise power as conferred by sections 11 and 47 of the *Local Government Act 2020* and other legislation referred to in [S6 Instrument of Delegation](#) to Members of Council Staff, [S7 Instrument of Sub-delegation](#) by the Chief Executive Officer to staff or [S11 Instrument of Appointment and Authorisation](#).

QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE

Accountability and Extent of Authority

- Responsible for implementation and maintenance of Council's Special Rates and Charges schemes and is expected to meet collection targets as defined in the annual review process.
- Responsible for evaluating and progressing legal recovery action cases with Councils appointed Debt Collection contractors.
- Authorised to enter into payment arrangements with ratepayers experiencing financial difficulty, in accordance with departmental guidelines and legislative requirements, whilst maintaining exemplary customer service to members of the general public.

Judgement and Decision Making

- Ability to utilise knowledge and experience to make decisions based on information available when guidance is not necessarily available within the organisation.
- Provide input for any rating and valuation matters that may require legal outcomes.
- Methods and procedures are generally established; but discretion in the application or improvement of procedures may be required from time to time.
- Provide guidance and advice to the Coordinator Rates and Revenue and management requests as required.

Specialist Knowledge and Skills

- This role may at times require the incumbent to explore opportunities and solutions to improve systems and manual processes.
- Sound knowledge and understanding of the application of a computer-based rating/property system and debt collection procedures and protocols.
- Sound knowledge and understanding of Local Government legislation.
- Operation and maintenance of Special Rates and Charge Schemes, in accordance with the Local Government Act and Council Policy.
- Strong data accuracy with attention to detail
- High level numeracy skills to be able to accurately calculate and make rate arrangement schedules.
- Proficient in the application of procedures, practices, processes, policies and relevant legislation.

Management Skills

- Ability to manage time, set priorities, plan and organise workloads to achieve specific and set objectives in the most efficient way possible, within appropriate timeframes.
- Demonstrated ability to keep on track and focused to achieve the objectives of the role.

Interpersonal Skills

- Excellent oral and written communication skills
- Strong commitment to building a culture of customer service excellence
- Ability to negotiate to gain cooperation and assistance from customers - ratepayers, other employees, other government departments and debt collection contractors to achieve preferred outcomes.
- Ability to negotiate complex rating issues and payment arrangements with ratepayers.
- Proven ability to work well in a team environment as a productive, contributing team member.
- Resilient and mature approach to deal with a diverse range of people on a range of complex rates and collection matters.

Qualifications and Experience

- Tertiary qualified in a property related discipline or several years' experience working with a computer-based property and/or rating system is desirable.
- Relevant experience in Local Government would be highly regarded.
- Relevant experience in debt collection processes is preferred.

The ability to obtain and maintain the following qualifications, registrations, certifications:

- N/A

PEOPLE - RESPONSIBILITIES

Developing people, assigning work, setting work environment, monitoring performance, developing and team's accountabilities.

- Encourage and maintain positive working relationships with all colleagues to ensure a professional and collaborative working environment.
- Support colleagues and coordinator/supervisor as required to achieve overall team goals, Corporate Performance Indicators (CPIs), service levels and other targets.
- Work in a manner that ensures adherence to Council policies and Occupational Health and Safety requirements incl. task analyses (if applicable).

OPERATIONAL - RESPONSIBILITIES

Developing technical knowledge, monitoring technical systems, managing stakeholder relationships

- Assist the Coordinator Rates and Revenue to monitor and adjust plans and resources as required to ensure all CPIs, service levels and other targets are continually met.
- Work collaboratively with all teams and other stakeholders to ensure that effective internal and external customer service is delivered and that all CPIs and targets are met.
- Assist the Coordinator Rates and Revenue to undertake an annual review of all team processes and identify and recommend and/or implement opportunities for improvement.
- Identify, report and contribute to the implementation of improved efficiencies and/or effective teamwork practices as per Wellington Excellence to ensure continuous improvement.
- Assist the Coordinator Rates and Revenue by providing input into key business unit risks and mitigating actions to ensure the risk management plan is up to date.
- Ensure that accurate records of all work-related activities are complete and maintained, including documentation and administration as per the Councils records management policy and adherence to the written style guide.
- Demonstrate a commitment to effective internal and external customer service.
- Maintain currency of technical skills and knowledge to ensure work is performed as per the requirements of the role.

SCHEDULING - RESPONSIBILITIES

Aligning strategy to team outputs preparing plans, reporting on performance against plans, managing budget, planning and allocating resources, scheduling team's work.

- Ensure that activities contribute towards the achievement of business unit and organisational goals, demonstrating alignment through daily and/or regular planning and reporting activities.
- Provide input into team budgets on a monthly and annual basis.
- Contribute to monthly reporting on the progress and percentage completion of CPIs, team projects and other monthly highlights in the corporate planning and reporting system.
- Assist in accurately reporting service area data and other information annually to support LGPRF and Annual Reporting (as applicable).
- Assist in resolving any audit findings within agreed time frames.
- Assist with emergency related functions, by mutual agreement, in the event that the Municipal Emergency Management Plan (MEMP) is enacted, including the provision of emergency response, relief and recovery services to the community.

POSITION SPECIFIC – RESPONSIBILITIES

- Ensure that payment arrangements are being maintained accurately and all defaulted arrangements are followed up in a timely manner in accordance with Corporate Performance Indicators.
- Manage and complete Council's debt collection processes in accordance with Council policy and CPIs.
- Ensure that municipal rate concession applications are processed accurately and in accordance with legislated guidelines including the annual verification process and completion of audits as set by Department of Health and Human Services (DHHS).
- Calculate and process quarterly Municipal Rate Concession Reimbursement Claims in accordance with DHHS requirements.
- Ensure that Centrepay and Payroll Deductions for payment of rates are maintained accurately and in accordance with Council policy.
- Attend to all enquiries both internal and external in relation to rating and valuation matters and specific position functions, ensuring all enquiries are resolved.
- Ensure that all Special Rates and Special Charge Schemes are entered accurately, all legislative requirements have been met and accounts are issued in a timely manner in accordance with CPIs'.
- Ensure that monthly reconciliations of the rates ledgers are completed, and any discrepancies are identified and resolved.
- Assist the Rates and Revenue team with general data entry processing when required.
- Finally, all other tasks delegated from your Manager of the Finance Business Unit from time to time commensurate with your skills and experience.