

**CLASSIFICATION:** Band 4  
**OCCUPANT:** Vacant  
**DATE:** March 2024

## POSITION CONTEXT & OBJECTIVE(S):

The primary purpose of the Revenue Officer is to assist in the provision of administrative functions relating to the collection of Council revenue within the Financial Services Department ensuring that all responsibilities are efficiently and effectively actioned according to timing requirements

## KEY RESPONSIBILITIES AND DUTIES:

As directed perform administrative work within the Financial Services Department in relation to revenue, including:

### 1. Customer Relations

- Liaise with customers to provide accurate and timely information in a courteous and efficient manner in regard to rating policy and procedures and council services provided.
- Liaise with pensioners regarding concession entitlement and with the Department of Health & Human Services/Centrelink/Veteran Affairs to confirm entitlements required.
- Liaise with external customers in a polite and expedient manner in regard to initial enquiries and follow-ups relating to services provided and property information provided or required.
- Assist as required the front line Customer Service team in the delivery of its services.

### 2. Property/Debtor Account Data Maintenance

- Assist in the maintenance of Council's revenue related person, property and rating databases (including changes of ownership, change of address and associated data, creating subdivisions and applying pension concessions).
- Process payment arrangements with customers as required.
- Preparation and issuance of Land Information Certificates.
- Process import requests for Council activities as required.
- Preparation of invoice/statements as required.
- Assist as required with the collection of monies from Short Stay Accommodation providers.

### 3. Animals Record System

- Assist with updating and maintenance of the animal database.
- Assist in the process of new and renewals of registration as required.

### 4. Revenue

- Assist as required in the processing of payments of all monies received by Council.
- Assist as required in preparing the banking of all monies received.
- Assist as required in preparing Land Information Certificates.
- Accurate registration of all documentation in Council's Electronic Content Management system.
- Assist in the ongoing development of guidelines, procedures, and policies relevant to the Revenue Section.
- Assist as required with Revenue related projects.
- Provide backfill for other members of the revenue department if required.
- Assist the department with other activities from time to time at the direction of the Revenue Coordinator

#### Note

The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

## KEY SELECTION CRITERIA:

Applicants should address the following in their applications:

1. Good verbal and written communication skills.
2. Well-developed computer skills.
3. Attention to detail, accuracy and numeracy.
4. An understanding of accounting principles and an ability to deal with large sums of money.
5. Ability to interpret manuals and regulations.
6. Ability to manage and organise own time and set work priorities in order to meet deadlines.
7. Demonstrated evidence of the ability to be an effective and valued team member.
8. A working knowledge of Part 8 Local Government Act 1989

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

## GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):

YES

The incumbent must have and maintain a Working with Children Check:

NO

## ORGANISATIONAL RELATIONSHIPS:

<b>Reports to:</b>	Coordinator Revenue Services
<b>Supervises:</b>	Nil
<b>Internal Contacts:</b>	All Council Staff
<b>External Contacts:</b>	Customers, Government Departments, Banks & Solicitors

## ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Accountable for the provision of accurate information and/or support to all clients and employees.
- Under general supervision the officer will be required to make day to day decisions with regard to planning their workload.
- The freedom to make decisions is limited by procedures and policy as set down in manuals or by regulation.
- Initiative is required, however guidance from a supervisor is always readily available.
- Understand and observe the Risk Management Policy & related procedures.
- Comply with Records Management Policies, procedures and requirements.

## JUDGEMENT AND DECISION MAKING:

- The objectives of the work are well defined but require the ability to complete the specified tasks by making the correct selection from all methods, processes and equipment available.

## SPECIALIST KNOWLEDGE AND SKILLS:

- Ability to handle large sums of money.
- Demonstrated keyboard skills with a high level of accuracy.
- Experience in the operation and maintenance of Windows, Word, Excel and Outlook.
- A demonstrated ability to interpret manuals and regulations.
- Sensitivity and responsiveness to clients' differing needs.

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WORKING TOWARDS A BETTER WARRNAMBOOL

# REVENUE OFFICER

## MANAGEMENT SKILLS:

- Ability to plan and schedule responsibilities to efficiently and effectively meet timing requirements.

## INTERPERSONAL SKILLS:

- Good communication skills both written and oral.
- Ability to prepare routine correspondence as required.
- To be able to gain assistance from other employees to ensure completion of objectives in a defined time period.
- Experience in dealing with clients and members of the public to gain their co-operation to enable specific activities to be completed in a timely manner.
- Ability to work effectively both independently and in a team environment.

## QUALIFICATIONS AND EXPERIENCE:

- To have successfully completed Year 12 Secondary Education or have experience in office administration.
- Some experience in Local Government Rating and Revenue Services is desirable

## TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

## AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	

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