



**Revenue Officer**

**Incumbent** VACANT

**Department** Corporate and Community Services

**Main Purpose of the Role** To provide comprehensive management of Council's Rates and Revenue function, ensuring accurate information delivery regarding rates, property, valuations, and budget processes. This role is responsible for the efficient collection of rate revenue and compliance with Council policies, procedures, Acts, and Regulations.

**Reports to** Finance Team Leader

**Staff Supervised** Nil

**Hours of Work** Full Time – 35 hours per week

<b>Salary</b>	<b>Grade</b>	11	<b>Band</b>	3	<b>Level</b>	1	<b>Step</b>	TBC
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Document Name	Version Number	Date of Issue	Review Date
CORP – Position Description	1.0.1	30 June 2014	As required

## Part 1 – Operational Duties

### Leadership Support

- Provide high-level support to the Finance Team Leader and Chief Financial Officer by ensuring comprehensive compliance with rating and valuation legislation, maintaining detailed documentation of processes and implementing robust internal controls
- Actively guide and mentor Finance team members by sharing technical knowledge, providing constructive feedback and fostering an environment of continuous learning and development
- Establish and maintain rigorous audit control mechanisms, including regular reviews of processes, documentation of procedures and implementation of recommended improvements from internal and external audits.

### Rates and Revenue

- Calculate and issue annual rates notices by analysing property data, applying appropriate rating categories, implementing approved rate increases, and ensuring accuracy of all calculations in compliance with the Local Government Act
- Maintain a comprehensive property database by regularly updating ownership details, property classifications, valuations, and concession entitlements, ensuring all changes are properly documented and verified
- Process Section 603 certificates within statutory timeframes, ensuring all relevant property information is accurately reflected and appropriate fees are charged
- Implement and oversee systematic approaches to rates and debtor management, including regular system audits, data validation, and process improvements
- Verify and process pension rebate applications in accordance with statutory requirements
- Ensure the accuracy of registers relating to the revenue function including postponements, abandonment's, non-ratable properties, and section allowances
- Prepare and complete annual Statements of Compliance and ensure estimates of rating income are in accordance with statutory requirements.

### Debt Collection

- Develop and implement comprehensive debt collection strategies, including scheduling of reminder notices, coordination with external collection agencies, and monitoring of collection performance metrics
- Generate and analyze detailed debtor aging reports, identifying trends, preparing variance analyses, and recommending specific actions for different debtor categories
- Evaluate and process payment plan requests by assessing financial capacity, reviewing payment history, calculating sustainable payment amounts, and documenting all arrangements in accordance with Council policies
- Handle complex ratepayer inquiries regarding debt collection by providing detailed explanations of charges, clarifying collection processes, and resolving disputes professionally
- Maintain professional relationships with Council's debt collection agency through regular communication, provision of accurate data, and monitoring of collection activities.

### Financial Management

- Process supplementary valuations by verifying data accuracy, calculating adjustments, updating system records and issuing amended notices within statutory timeframes
- Complete monthly reconciliations by analyzing all rates-related general ledger accounts, investigate discrepancies and preparing detailed reconciliation reports
- Prepare comprehensive financial reports including collection statistics, trend analyses, forecasts and variance reports for management review
- Compile and submit annual compliance statements, ensuring all regulatory requirements are met and supporting documentation is maintained
- Contribute to budget development by providing historical data, analysing trends and forecasting rate revenue
- Complete annual returns for Permissible income and the Pensioner Subsidy Concession Claim. Complete annual Rates, Differential Income estimates for the annual operation al plan

in consultation with the Finance Team Leader.

### **Customer Service**

- Implement best-practice customer service standards by maintaining current knowledge of Council policies, development response templates and ensuring timely resolution of inquiries
- Liaise with customers to provide accurate and timely information in a courteous and efficient manner in regard of rating policy and procedures and council services provided.
- Provide comprehensive advice regarding payment options, including detailed explanations of available payment methods, hardship provisions and consequences of non-payment.

### **Continuous Improvement**

- Actively participate in process improvement initiative by identifying inefficiencies researching best practice and implementing approved changes
- Create and maintain detailed procedures manuals, including step-by-step guides, system instructions and troubleshooting procedures
- Research and implement industry best practices by attending professional development sessions, networking with peers and staying current with legislative changes.

### **General Administration**

- Prepare monthly and ad-hoc rate reports for senior management including the preparation of rate statistical returns and claims as required
- Co-ordinate and facilitate the update of revaluation and valuation data
- Process financial adjustments as required
- Maintain Council's Name and Address Register parameters, including duplicate entries of people, addresses and address components
- Ensure that strict confidentiality is maintained, and privacy principles are adhered to regarding Council records / information and confidential or private business dealings and ensures that information and records are maintained and stored in accordance with relevant policies and procedures, in consultation with Council's Records Supervisor.
- Provide support to the Finance Team Leader and perform other duties as directed including backfill Accounts Payable and/or Accounts Receivable and Water Billing when required.

## Part 2 – Award Skill Descriptors

### Authority and Accountability

- Policy and procedures are readily available but the job holder is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction
- Decisions made by the job holder affect the work and activities across a major function or a number of Departments
- Significant planning is required to assure the appropriate sequence of activities and co-ordination of resources
- The job holder specifies requirements as an input to budget development.

### Judgement and Problem Solving

- Problems are solved by using research, analysis, and evaluation of information which is often not readily available. Judgement is important as there is often no right or wrong solution
- The job holder must evaluate a variety of issues in more complicated situations. Considerable investigation and adaptive thinking will be required.

### Management Skills

- The job holder is responsible for their own work only and is not normally required to supervise staff.

### Interpersonal Skills

- This job requires written communication skills which enable the job holder to write correspondence, reports and submissions that require original sentence and paragraph construction and wording
- Responsible for monitoring or evaluating effectiveness of customer service provided by the Council, and recommending modifications to service
- Responsible for frequent co-ordination of and communication with other workers to gain co-operation for work production or service quality
- This job requires high level verbal communication skills which enable the job holder to perform the following activities:
  - Exchange/explain information
  - Explain situations
  - Advise, recommend or counsel
  - Sell, persuade, influence
  - Negotiate agreements
  - Resolve conflict.

### Essential Criteria for Appointment

- Demonstrated experience and ability in the administration of Local Government rating systems and debt recovery systems
- Sound knowledge of the NSW Local Government Act as it applies to the rating functions of council
- Well-developed organizational skills and the ability to independently complete complex tasks and projects within deadlines
- Effective oral and written communication skills
- Proven ability to deal appropriately with sensitive and/or confidential information and apply relevant privacy principles
- Competency in the full Microsoft Office suite combined with ability to learn and utilise new software packages
- Current Class 'C' Drivers Licence.

### Desirable Criteria

- Certificate III in Local Government or the equivalent
- Demonstrated ability to understand and comply with legal and statutory requirements and processes
- Familiarity with Local Government.

## Entry Level Core Competencies

- Demonstrated ability to access and retrieve computer data (BSATEC102A)
- Demonstrated ability to operate a range of office equipment to complete routine tasks (BSATEC101A)
- Demonstrated ability to follow defined Work Health and Safety (WHS) policies and procedures (LGACORE102A)
- Demonstrated ability to provide service to customers in a local government environment (LGACORE102A)
- Demonstrated ability to work effectively in the local government context (LGACORE103A)
- Demonstrated ability to work with others in local government (LGACORE104A).

## Step 1 Pre-requisites

Skills, knowledge and other attributes for the position have been developed to a level where the work performance is accepted as competent.

The assessment of performance being against the following:

- Completion of Introductory Local Government Rating Training Module
- Demonstrated ability to implement debt recovery procedures (LGAGOVA405A)
- Demonstrated ability to maintain property rates and records (LGAGOVA409A)
- Demonstrated ability to prepare rates notice forms (LGAGOVA505A)
- Demonstrated ability to assist in advising council on legislation (LGAGOVA501A)
- Demonstrated ability to assist customers with rates enquiries (LGAGOVA301A)
- Demonstrated ability to provide quality and timely advice to council (LGACORE501A).

## Step 2 Pre-requisites

Quality and quantity of work are consistently performed at a higher than competent level.

The assessment of performance being against the following:

- Pre-requisites from Step 1, plus:
- Intermediate Local Government Rating Training Modules
- Demonstrated ability to recommend rates and charges (LGAGOVA508A)
- Demonstrated ability to monitor council procedures to ensure compliance with relevant legislation (LGAGOVA410A)
- Demonstrated ability to establish cooperative arrangements with other organisations (LGACOM404A)
- Demonstrated ability to develop, implement and review policies and procedures (LGACOM603A)

## Step 3 Pre-requisites

Skills and knowledge for the position are at an advanced level and the amount of relevant experience extensive. The role is performed in a completely autonomous manner.

The assessment of performance being against the following:

- Pre-requisites from Steps 1 and 2, plus:
- Advanced Local Government Rating Training Modules
- Demonstrated ability to contribute to policy development (LGADMIN420A)
- Demonstrated ability to participate in negotiations (LGADMIN421A).

## Step 4 Pre-requisites

- Pre-requisites from Steps 1, 2 and 3, plus:
- Demonstrated ability to assist in establishing council's corporate and strategic directions in respect to rating (LGAGOVA601A)
- Demonstrated ability to provide advocacy and representation (LGADMIN528A).

## Part 4 – RWHS Responsibilities Accountabilities and Authorities

The following responsibilities, accountabilities and authorities set out hereunder form part of your job description.

### RWHS Responsibilities

- Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work to your Supervisor
- Comply with all safe work practices and procedures set in place by Management (following consultation with relevant employees) and to observe all instructions issued to protect your health and safety or the health and safety of others
- Only undertake tasks that you have been appropriately trained in, and are qualified and competent to undertake in accordance with SafeWork NSW and other requirements
- Work towards achieving set RWHS targets and target completion times
- Support Rehabilitation in the workplace
- Cooperate with Council in the fulfilment of obligations placed upon Council in accordance with the current Work Health and Safety Act and Regulations
- Participate in workplace RWHS inspections
- Be vigilant and report risks that may affect persons outside Council i.e. members of the public, visitors, etc. Such risks may be due to deterioration in roads, footpaths, parks, drains and other infrastructure
- Ensure any RWHS Records are created and maintained in accordance with Council's policies and procedures
- Assist Management and/or trained staff in conducting RWHS Risk Assessments and in the implementation of control measures

### RWHS Accountabilities

- Following all Council Safe Work Practices and Procedures
- Reporting all incidents, accidents and injuries prior to completion of work on the day
- Participating in Team meetings
- Complying with all externally issued safety and health instructions issued by SafeWork NSW and government Agencies
- Attending all compulsory and relevant training

### RWHS Authorities

- To fix any problems/hazards within your scope of responsibility and financial delegation
- To immediately report any problem/hazards outside of your scope of responsibility or financial delegation to your Manager, Supervisor or Team Leader for immediate action.

### Critical Physical Factors

The following Critical Physical Factors are an indication of the types of duties expected of an employee fulfilling this role. Employees and candidates should be aware that they may be required to perform tasks up to and including these Critical Physical Factors as an inherent requirement of their employment.

- Ability to lift 15kgs floor to shoulder height occasionally
- Ability to squat and kneel on one or both knees occasionally for periods of 5 minutes
- Ability to climb steps / stairs occasionally
- Capacity to stand for sustained periods
- Ability to occasionally push and manoeuvre loaded trolley containing office equipment and other materials
- Capacity to maintain fine hand and finger use during periods of sustained computer use
- Capacity to sit for sustained periods
- Ability to alternate between sitting and standing constantly

### Delegations

- Nil.

### Special Conditions of Employment

- Health Monitoring for the purposes of meeting legislative and procedural requirements must be undertaken periodically. These requirements may include, but are not limited to:
  - Pre-Employment (including urine screening for Alcohol & Other Drugs, Spirometry and Serology) and Exit-Employment Medicals;
  - Bi - Annual Audiometric (hearing) Testing;
  - Bi - Annual Skin Checks
  - Bi – Annual Hazardous Chemical Screening
- All positions within Council are subject to random saliva testing for Alcohol & Other Drugs (AOD) as per Councils AOD Policy.

### Additional Duties

- Nil.