Position title: Revenue Officer (Contract 3 days)  
Reports to: Revenue Coordinator  
Group: Strategy and Business Services  
Reports: Direct: 0  Indirect: 0  
Function: Finance  
Activity: Revenue  
Evaluated/approved by: P Nepal  
Position number: SBS415  
Version number: V1  
Delegations: www.begavalley.nsw.gov.au  

Objective/s:  
- Assist in carrying out the administrative functions of Revenue Team including Rates & Charges, Water Billing & Accounts Receivable as determined by Council in accordance with the Division of Local Government  
- Provide Backfill and general assistance to the Revenue team as required

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Our Values  
We are committed to providing excellent service  
We work as a team  
We care about our people  
We are committed to performance  
We act with integrity  
We strive for sustainability

Our Mission  
“The Bega valley will be a community that works together to achieve a balance between the quality of life, sustainable development and conservation of the environment.”

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KEY RESPONSIBILITIES AND INDICATORS

<table>
<thead>
<tr>
<th>Key Result Areas</th>
<th>Duties and responsibilities</th>
<th>Performance Indicators</th>
</tr>
</thead>
</table>
| Revenue Levying and Collection | - Assist with the levying of Council’s revenues including Rates, User Charges and Debtor Accounts;  
|                         | - Assist with collection of Council’s revenues including Rates, Fees & User Charges and Debtor Accounts with the use of debt collectors in accordance with Council’s policy;  
|                         |   - Administrative functions of Revenue Section such as:  
|                         |     o Processing of overpayment refunds;  
|                         |     o Processing of journal adjustments;  
|                         |     o Processing of abandonments;  
|                         |     o Processing of pensioner rebate applications;  
|                         |     o Processing of rating certificates;  
|                         |     o Processing of receipts from various sources;  
|                         |     o Processing of any other transaction impacting Council’s revenue.  
|                         | - Statutory deadlines met for Levy, Instalment and Reminder notices;  
|                         |   - Debt ratios maintained within industry standards;  
<p>|                         |   - Administrative tasks completed within service level agreements. |</p>
<table>
<thead>
<tr>
<th>Key Result Areas</th>
<th>Duties and responsibilities</th>
<th>Performance Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reporting</td>
<td>• Assist with Statutory and Regulatory reporting for revenue such as:</td>
<td>Statutory and Reporting deadlines met;</td>
</tr>
<tr>
<td></td>
<td>o Pensioner Concession Claims;</td>
<td></td>
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<tr>
<td></td>
<td>o Rating Returns</td>
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<tr>
<td>Forecasting</td>
<td>• Assist with the estimate process for Rates and User Charges;</td>
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<tr>
<td></td>
<td>• Assist with review of Council’s Revenue Policy.</td>
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<tr>
<td>Training and Customer Service</td>
<td>• Carry out revenue inductions for new staff and assist managers and staff with training in revenue and debt collection function;</td>
<td>Inductions as required;</td>
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<td></td>
<td>• Ensure a high level of customer satisfaction is maintained;</td>
<td></td>
</tr>
<tr>
<td>Team Support</td>
<td>• Provide support to the Revenue staff and ensure team duties are undertaken in an effective and timely manner.</td>
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<tr>
<td></td>
<td>• Assist the Revenue Co-ordinator with specific projects or tasks from time to time;</td>
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<td></td>
<td>• Play an active part in the finance team, supporting the Revenue Co-ordinator and other functions within the team.</td>
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<tr>
<td>Workplace health &amp; safety</td>
<td>• Comply with legal statutory WHS requirements and Council policy and management system.</td>
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</tbody>
</table>
SELECTION CRITERIA

- Certificate IV in a finance related field or extensive experience.
- Finance related experience of at least 2 years, preferably in Local Government.
- Experience interpreting and applying legislation.
- A demonstrated ability to deliver highly accurate data entry.
- A sound understanding of basic accounting principles, including reconciliation of accounts.
- Demonstrated customer service skills, including good written and verbal communication skills. The ability to relate to people at all levels and provide guidance and advice to others.
- Demonstrated analytical and investigative skills.
- An understanding of Local Government policies, practices and legislation.
- Sound understanding and ability to apply OHS and EEO principles and practices.

EDUCATION, QUALIFICATIONS, LICENCES

<table>
<thead>
<tr>
<th>Mandatory</th>
<th>Desirable</th>
<th>Licences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cert IV in finance related field or extensive experience</td>
<td>Experience with Civica or similar Management Information Systems</td>
<td>NSW Drivers Licence</td>
</tr>
<tr>
<td>Minimum 2 to 3 years recent experience in a finance related field</td>
<td>Experience with Microsoft</td>
<td></td>
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</tbody>
</table>

ORGANISATIONAL CONTEXT

<table>
<thead>
<tr>
<th>Internal liaisons</th>
<th>External liaisons</th>
</tr>
</thead>
<tbody>
<tr>
<td>All staff including Group Managers &amp; General Manager</td>
<td>Real Estate Agents, Solicitors, Valuer General, General Public &amp; Government Departments</td>
</tr>
</tbody>
</table>

CONDITIONS OF EMPLOYMENT

- Status: Contract
- Classification: Band 2 Level 2
- Hours per week: 21
- Grade: 6
- Award: Local Government State Award 2014
- Other:
## OUR ORGANISATIONAL VALUES

### People Matter
- You conduct yourself in the workplace according to our PLaCE values.
- You show respect for all employees, acknowledging the importance of diversity in the workplace.
- You work safely and support your colleagues to also work safely.
- You work well with people who have different ideas, perspectives and backgrounds.

### Learning is Important
- You attend all mandatory training and learning events.
- You seek to learn from your colleagues including looking for mentoring opportunities.
- You review your own performance and ask for feedback to learn and improve.
- You look for and suggest better ways of doing things in the workplace.
- You actively participate in team meetings.

### Can Do
- You take pride in your own work and that of your team members.
- You understand who your stakeholders are and why they matter.
- You are willing to go the extra mile for stakeholders and act upon their feedback.

### Engaging the Whole Organisation is Important
- You understand our organisation’s goals and how your job fits into the wider Council picture.
- You always speak in positive terms when referring to your area, other teams and our organisation. (Your behaviour remains ‘above the line’.)