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

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.”

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 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>
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<tr>
<td></td>
<td>o Pensioner Concession Claims;</td>
<td></td>
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<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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<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>
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<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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<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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</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 practises.

EDUCATION, QUALIFICATIONS, LICENCES

<table>
<thead>
<tr>
<th>Mandatory</th>
<th>Desirable</th>
<th>Licences</th>
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<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>
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<tr>
<td>Minimum 2 to 3 years recent experience in a finance related field</td>
<td>Experience with Microsoft</td>
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</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
- **Award:** Local Government State Award 2014
- **Hours per week:** 21
- **Grade:** 6
- **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’.) |