

Revenue Officer

POSITION DESCRIPTION

Position Number:	3729	Position Status:	Permanent Full Time
Portfolio:	Corporate Services	Classification:	QLGIA (Stream A) Level 3 - Administrative Stream (Division 2, Section 1)
Business Unit:	Financial Services	Reports To:	Coordinator Revenue Services
Team:	Revenue Services	Revised:	August 2026

Human Resource Delegation:	Band NIL	Financial Delegation:	Band NIL
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General Position Statement:

This position supports Council's direction by providing the effective management of Council's rating and revenue functions by maintaining accurate records, administering revenue systems, collecting and reporting income, and providing professional customer service and rating advice to the community. The role contributes to financial accuracy, data integrity and compliance with relevant legislation and Council policies.

Specific Responsibilities:

This position has the following responsibilities:

1. Maintain the integrity of property, rating and revenue data, ensuring records are accurate and up to date.
2. Manage revenue billing, collection activities and reporting to support Council's financial operations.
3. Provide professional advice and assistance to customers on rating and revenue matters.
4. Respond to customer enquiries, service requests and complaints in a timely and effective manner.
5. Maintain registers, accounting records and supporting documentation in line with Council requirements.
6. Generate, reconcile and balance revenue reports while ensuring compliance with Council policies and relevant legislation
7. Act as a role model for Council's values and behaviours at all times and display a high level of professional and ethical conduct.



8. Ensure a safe, healthy and inclusive work environment by complying with workplace health and safety legislation, Council's WHS Responsibility Statements and relevant policies and procedures.
9. Maintain clear and accurate records that support effective service delivery and reflect Council's commitment to transparency and good governance.
10. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
11. Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements:

Skills/Competencies

1. Knowledge of the provisions of the Local Government Act that relate to the making, levying and collection of rates.
2. Well-developed communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
3. Demonstrated ability to maintain rating revenue systems and property record maintenance with high attention to detail and commitment to data integrity.
4. Solid time management, planning and organisational skills.
5. Demonstrated ability to research and draft replies to correspondence, reports and other such documentation.
6. Sound conflict resolution and negotiation skills.
7. Ability to effectively operate Council's computer systems including GEAC Pathways, ECM (electronic records management), and the Microsoft Office Suite.

Mandatory Qualifications, Licences and Experiences

1. Experience in a property, rates or water billing environment (or similar);
2. Possess and maintain a current motor vehicle driver licence.

Desirable Qualifications, Licences, and Experiences

1. Certificate III or above in Business, or finance/property related discipline.
2. Experience in a local government environment.
3. Transferrable skills and experience including customer support experience, data entry experience and use of Council Systems including Aurion and Pathways.

Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.
2. **Customer Service** – Focus on our customer/s needs.
3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.



4. **Safety** – Carry out your duties in a safe manner.
5. **Project Management** – Commit to Council's Project Management ethos.
6. **Human Rights** – Respect, protect and promote human rights in your decision-making and actions.

Physical Requirements

1. Ability to work in an office environment.
2. Ability to legally operate a motor vehicle under a "C" Class Licence.
3. Ability to complete a satisfactory Functional Capacity Evaluation, if required.
4. Provision of a satisfactory Criminal History Check – Police Certificate (Australia Wide Name Only Police Check), if required.

Delegations and Authorisations:

Financial, Administrative and HRM Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's knowledge library.





Revenue Officer SELECTION CRITERIA

Position Number:	3729	Position Status:	Permanent Full Time
Portfolio:	Corporate Services	Classification:	QLGIA (Stream A) Level 3 – Administrative Stream (Division 2, Section1)
Business Unit:	Financial Services	Reports To:	Coordinator Revenue Services
Team:	Revenue Services	Revised:	August 2026

Please address each of the selection criteria below in your application:

1. Certificate III or above in Accounting, Business, Administration or another relevant field and/or equivalent experience in a similar role.
Possess and maintain a current motor vehicle driver licence.
2. Demonstrated experience in accounts receivable, revenue administration, with the ability to apply relevant legislation, policies and procedures to achieve positive outcomes.
3. Strong customer service and communication skills, including the ability to professionally manage sensitive conversations, negotiate payment arrangements and respond to enquiries both verbally and in writing.
4. Excellent attention to detail and data management skills with experience maintaining financial records and systems accurately.
5. Well-developed organisational and time management skills with the ability to prioritise competing tasks, meet deadlines and work collaboratively with internal and external stakeholders.

Suggested approaches to addressing selection criteria include:

Responses should be relevant and directly relate to the selection criteria.
Responses are generally no longer than one page per selection criteria.

You may like to take in account;

- Situation – Describe the situation you were in, including where it occurred and what the relevant environment was.
- Task – Describe the event/task that required resolution, what was required of you.
- Action – Describe what actions you took; how did you resolve the problem.
- Result – What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.

