

Revenue & Recovery Officer

POSITION DESCRIPTION

Position Number:	2646
Portfolio:	Office of the CEO
Business Unit:	Finance and Governance
Team:	Revenue and Rates
Position Status:	Permanent Full Time
Classification:	QLGIA (Stream A) Level 3
Reports To:	Coordinator Revenue
Revised:	October 2024

General Position Statement:

This position supports Council's direction by providing a high level of administrative and financial assistance in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public. This role is primarily responsible for the management of general accounts receivable and the recovery of outstanding council debts in accordance with the relevant legislation, Council policies and procedures.

Specific Responsibilities:

This position has the following responsibilities:

1. Provide high quality customer experience through timely response to requests, complaints, general enquiries.
2. Demonstrate a high degree of judgement, initiative, integrity, confidentiality and sensitivity of arrears management within the relevant legislation, Council policies and procedures.
3. Maintain the integrity of all data in property, rating and other revenue system by performing duties accurately and efficiently.
4. Liaise and provide payment and arrears management advice to all customers in a professional and timely manner, both verbally and in writing.
5. Develop and maintain a strong working relationship with internal stakeholders and Council's external debt recovery agent.



6. Perform regular reconciliations, statistical information and management reports are generated and balanced on a timely basis.
7. Maintain and manage appropriate accounting records and working papers to support end-of-period and end-of-year reconciliations.
8. Act as a role model for Council's Values and Behaviours at all times and display a high level of professional and ethical conduct.
9. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
10. Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements:

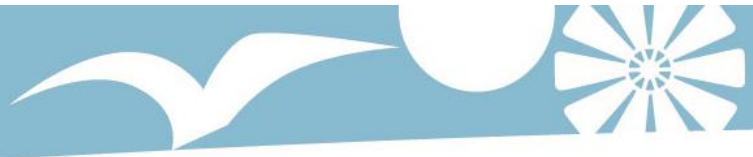
Skills/Competencies

1. Demonstrated experience with debt recovery and relevant functions in a similar role.
2. Sound understanding of financial principles, including debt management, revenue collection, and accounting practices.
3. Solid interpersonal skills and ability to provide excellent customer service and deliver quality service outcomes; with an ability to respond to sensitive matters in a professional and effective manner.
4. Demonstrated ability to maintain rating revenue systems and property record maintenance with high attention to detail and commitment to data integrity.
5. Sound organisational skills and ability to plan and prioritise multiple tasks whilst consistently meeting agreed timeframes.
6. Demonstrated ability to research and draft replies to correspondence, reports and other such documentation.
7. Sound conflict resolution and negotiation skills.
8. Ability to effectively operate Council's computer systems including GEAC Pathways, ECM (electronic records management), and the Microsoft Office Suite.

Mandatory Qualifications, Licences and Experience

1. Certificate III or above in Accounting, Business, Administration or another relevant field or equivalent experience in a similar role.





Desirable Qualifications, Licences and Experience

2. Experience in a local government environment.

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 complete a satisfactory Functional Capacity Evaluation.
3. Must be available to work the on-call roster if required.
4. Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations:

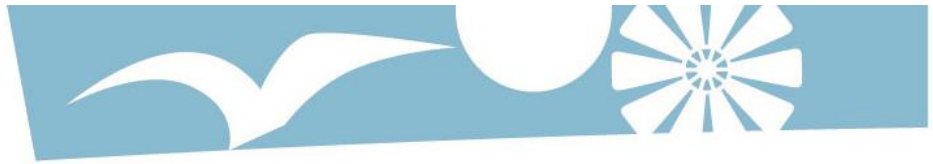
Financial, Administrative and Human Resource Management Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.


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.

Acknowledgement:

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.





Authorised By:	Chief Financial Officer
Signature:	
Date:	2 October 2024
Present Incumbent:	
Signature:	
Date:	





TEAMWORK

- We are one Council, working seamlessly across the organisation to deliver the best outcomes for our community.
- We involve others to design solutions and inform decisions.
- We openly share knowledge and information.
- We care about each other and ask for, and accept, support when needed.
- We resolve issues and conflicting priorities in an open and constructive way.



COMMUNITY

- We are one community and make decisions with our whole community in mind.
- We engage with and listen to our community to understand their needs.
- We support our community to develop resilience and sustainability.
- We effectively and efficiently deliver high quality products and services.
- We respond quickly and constructively.



ACCOUNTABILITY

- We own our actions, successes and failures, and ensure we implement lessons learned.
- We take personal responsibility for everyone's safety.
- We manage and use Council's resources effectively and efficiently.
- We make and communicate decisions and rationale in a timely and inclusive manner and act with transparency.
- We are diligent in delivering on our commitments, and communicating issues early.



POTENTIAL

- We focus on being the best we can be and in-turn inspire others.
- We will be open to change and will pursue opportunities.
- We will continually seek to improve how we do things and build upon each other's ideas.
- We make time to seek and provide feedback to support each other.
- We encourage and support innovation and initiative.



POSITIVITY

- We inquire with curiosity, actively listen to others and are open to new perspectives.
- We approach issues looking for solutions.
- We remain calm and respectful when working through difficult situations.
- We focus on being open and adaptable.
- We invest in our physical and mental wellbeing.



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SELECTION CRITERIA

Position Number:	2646
Portfolio:	Office of the CEO
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Team:	Revenue and Rates
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Classification:	QLGIA (Stream A) Level 3
Reports To:	Coordinator Revenue
Revised:	October 2024

1. Certificate III in Accounting, Business, Administration or another relevant field **and/or** equivalent demonstrated experience with debt recovery and relevant functions.
2. Sound understanding of financial principles, including debt management, revenue collection, and accounting practices.
3. Demonstrated ability to maintain rating revenue systems or similar (Rates & Utility accounts, Sundry Debtors/Accounts Receivable etc) and property record maintenance with high attention to detail and commitment to data integrity.
4. Solid interpersonal skills and ability to provide excellent customer service and deliver quality service outcomes; with an ability to respond to sensitive matters in a professional and effective manner.
5. Sound conflict resolution and negotiation skills.

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.