



POSITION DESCRIPTION

Position Title	Revenue Coordinator
Position Code	7187
Directorate	Corporate & Leisure
Work Group	Finance
Position Classification	Band 7
Effective Date	June 2024

Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

1. Position Objectives

- 1.1 To provide efficient and effective rates, property and revenue administration, ensuring the provision of fair, equitable and supportive customer service to community members and proactive management of council income streams.

2. Working Relationships

Reports to	Manager Finance
Supervises	Property & Revenue Officers

3. Key Responsibilities

3.1 General Management

3.1.1 Supervise the administration and coordination of the rates, property, and revenue functions.

3.1.2 Input into the development of and requirement to uphold policies and strategies concerning rates and revenue, ensuring compliance with relevant legislation and regulations.

3.1.3 Implement and improve processes, procedures and training essential for team performance and efficiency.

3.1.4 Ensure the provision of equitable, timely, quality, and empathetic customer service to internal and external customers.

3.1.5 Maintain, upgrade and transform supporting tools and digital systems, providing effective leadership and change management.

3.1.6 Ensure supporting databases are accurately maintained, reflecting current values/data and maximising revenue collection potential.

3.1.7 Coordinate the collection of outstanding rates and debts, employing appropriate payment options and recovery actions.

3.1.8 Prepare and manage the function's budget, analysing trends, managing variances and providing monthly reports within Council parameters.

3.2 Rates and Valuations Administration

3.2.1 Oversee Council's annual Rates cycle including striking rates, issuance of Rates Notices, rates collections, and updating supplementary and annual property valuations.

3.2.2 Prepare the annual Rates modelling and statutory disclosures for Council's budget, aligning with legislative and budgetary requirements.

3.2.3 Assist the team in resolving complex ratepayer inquiries and disputes, and review and make a determination on Financial Hardship Plan requests in accordance with Council's policy, ensuring community members are treated with empathy and dignity.

3.2.4 Administer the Fire Services Property Levy (FSPL) as per the requirements of the State Revenue Office (SRO).

3.2.5 Support the conduct of elections, ensuring voters' rolls are prepared and current according to Victorian Election Commission and statutory requirements.

3.2.6 Prepare analysis, reports and reconciliations for the Council, Grants Commission, Valuer General, Essential Services Commission and other government entities.

3.3 Revenue

3.3.1 Develop and execute strategies to maximise revenue collection.

3.3.2 Monitor revenue streams (e.g. rates, fees and charges, grants), ensuring timely and accurate collection.

3.3.3 Provide management reporting, such as on debtor ageing, and address underlying trends.

3.3.4 Oversee maintenance of the internal Grants Register and liaise with other business units to aid Finance in grant reconciliations and acquittals.

3.4 Property

3.4.1 Maintain Council's property database for accuracy, functionality, and optimal collection potential.

3.4.2 Collaborate with other departments to advise on Council land ownership and resolve anomalies.

3.5 People

3.5.1 Manage, advise, and support to team members, ensuring their duties are undertaken in an effective and timely manner.

3.5.2 Provide training and coaching to foster team members' professional growth.

3.5.3 Foster a supportive, customer-focused team culture and personally assist the team with more complex or sensitive issues.

3.5.4 Implement cross-skilling and document procedures to preserve corporate knowledge and support succession planning.

3.5.5 Establish effective communication channels within the unit, across Finance, and throughout Council.

4. Core Physical Requirements

4.1 Capacity to undertake office-based activities including sitting at a desk and using a computer for extended periods.

4.2 Capacity to, on occasion, lift items unspecified in weight within individual limits.

4.3 Occasionally required to attend meetings or workshops outside regular working hours.

5. Accountability and Extent of Authority

5.1 Responsible in conjunction with the Manager - Finance for all matters necessary for the efficient, effective, and accurate administration of the rate/property records, revenue collection, valuations, and voters' role.

5.2 Authority to provide specialist advice in response to enquiries.

5.3 Authority to provide specific property/rate information subject to statutory and specified guidelines.

5.4 Provide input into policy development within the revenue function and maintain those policies with the support of the Finance Manager.

5.5 Ensure Policy application and provide policy guidance within the revenue function.

5.6 The impact of decisions made, or advice given may have a substantial impact on individual, or classes of ratepayers.

6. Knowledge and Skills

6.1 Specialist Skills and Knowledge

6.1.1 Keyboard skills and considerable ability to operate digital equipment.

6.1.2 Knowledge of Local Government Act 1989 and 2020 and Valuation of Land Act 1960 (training can be provided).

6.1.3 Proficiency in the application of statutory requirements in relation to rates office functions, revenue collection, valuations and financial records.

6.1.4 Well developed numerical skills.

6.1.5 Good understanding of, and an ability to implement personnel policies and practices.

6.1.6 Analytical and investigative skills required to enable the formulation of policy options within a broad Council perspective.

6.1.7 A sound knowledge of budgeting and financial procedures is essential.

6.2 Management Skills

6.2.1 Demonstrated ability to plan, organise, set priorities, and manage time, including that of relevant staff members to ensure resources are optimised and outcomes achieved within agreed timeframes despite conflicting pressures.

6.2.2 Demonstrated skills in the supervision and direction of a small number of staff, including performance management, goal setting and prioritising.

6.2.3 Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems.

6.2.4 Ability to work effectively and make a positive contribution to a team environment.

6.2.5 Create, embrace and lead change. Manage resistance to change.

6.3 Interpersonal Skills

6.3.1 Demonstrated ability to liaise effectively with most levels of staff, external agencies and with the wider community to achieve identified goals.

6.3.2 Excellent interpersonal skills with a proven track record in dealing diplomatically with complaints and enquiries of a sensitive nature.

6.3.3 Ability to lead, motivate and develop others to provide a quality service.

7. Qualifications and Experience

7.1 Tertiary Qualifications within Business / Finance and/or substantive experience with property and revenue functions.

7.2 Experience in management and administration of revenue systems.

7.3 Knowledge of Local Authority Rating System and election processes highly advantageous.

7.4 Experience working in a regulated/high compliance-based organisation.

8. Key Selection Criteria

8.1 Well developed leadership skills and experience in supervising staff.

8.2 Direct experience in change management, including the implementation of technology-enabled change.

8.3 Ability to liaise effectively with ratepayers and other stakeholders internally and externally, and to develop a strong customer service team culture.

8.4 Experience in management and administration of revenue and property systems.

8.5 Ability to undertake investigations, implement recommendations and develop a team culture of continual improvement.

8.6 A strong analytical mindset, able to manage and draw insights from large datasets, and with a high level of accuracy.

8.7 Skills and experience in conflict management and resolution.

Authorised by: Director – Corporate & Leisure

Date:

Employee's Signature:

Date: