



Revenue Officer

Rates Information & Services

The opportunity

Join our Rates Information & Services team and play an important role in delivering accurate, reliable services that support our community. As a Revenue Officer, you will help manage Council's rates and property information while providing professional support to customers and stakeholders.

You will be part of a close-knit team that values collaboration, knowledge sharing and customer service. Working with customers, property owners, solicitors, government agencies and colleagues across Council, you will help ensure rates information is maintained accurately and legislative requirements are met.

This role offers variety, responsibility and the opportunity to build specialised local government knowledge. Whether you are already working in rates or looking to take the next step from a revenue, billing or accounting background, you will be supported by experienced team members while developing your expertise in rates administration and legislation.

You will primarily work onsite as part of a highly collaborative team environment. The role suits someone who enjoys balancing customer interaction with detailed administrative work and can confidently manage a high volume and diverse workload while maintaining accuracy and excellent customer service. Every day brings a variety of tasks, making this an ideal opportunity for someone who enjoys working across multiple priorities and delivering quality outcomes.

Find out more about what we do [here](#).

This is a permanent full-time 35 hour per week position. Salary from : \$82,086 up to \$94,572 per annum plus superannuation (Salary package will be assessed based on skills, experience and qualifications)

Interested?

Click on 'Apply' to complete your online application.

You will be prompted through the application to answer the selection criteria as outlined overleaf.

Contact Kristie Arroyo, Team Leader Rates Information & Services, on (02) 4227 7850 for questions related to the job

For questions related to submitting your application online, our recruitment process or you require adjustments in the recruitment process, please contact the Talent Acquisition Team on (02) 4227 7065.

Applications close 11:59pm, Monday 12 October 2026

What you will be doing

Your day-to-day responsibilities will include:

- Managing complex rates and revenue transactions, including direct debits, pension concessions, waste adjustments and supplementary valuations.
- Maintaining and validating property, ownership, rates, charges and debtor records to ensure accuracy and compliance.
- Interpreting legislation, policies and procedures to resolve complex enquiries and deliver practical, customer-focused outcomes.
- Preparing, reviewing and certifying rates-related information, reconciliations and compliance checks.
- Supporting billing, recovery, debt management and payment arrangement activities.
- Investigating discrepancies and coordinating solutions with internal teams, government bodies and external service providers.
- Providing guidance to colleagues and sharing specialist knowledge across the Rates and Billing teams.
- Identifying and implementing process improvements that strengthen service delivery, data integrity and team performance.

In your first 12 months, you will build capability across a range of functions, strengthen your knowledge of rates legislation and become a trusted resource for customers and colleagues

About you

You enjoy helping people, have a strong eye for detail and take pride in delivering accurate work. You thrive in a high-volume environment with a diverse range of tasks, balancing competing priorities while maintaining excellent customer service. You bring a positive, team focused approach and enjoy working collaboratively to achieve shared outcomes

You will bring:

- Experience in rates, billing, revenue, debtors or accounting, ideally within local government.
- Strong customer service and communication skills.
- High accuracy and attention to detail when working with financial and property information.
- Experience using business systems and Microsoft Office applications.
- The ability to interpret and apply policies, procedures and legislation.
- Strong organisational, problem solving and time management skills, with the ability to manage a high-volume workload across varying tasks.
- Sound judgement, discretion and a commitment to confidentiality.
- A collaborative approach and willingness to support others.

Most importantly, you will demonstrate Council's values of Respect, Integrity, OneTeam, Sustainability and Courage while helping deliver positive outcomes for our community.



2025 Winner
AHRI Awards:
Best Employee
Experience
Strategy



2025 Highly Commended
NSW Local Government
Excellence Awards:
Organisational Diversity
& Inclusion



Veterans
Employment
Program



Committed
to Carer
Inclusivity



Selection Criteria

Wollongong City Council uses a merit-based recruitment process.

To support the panel in assessing your suitability, please respond to the criterion in detail. Your responses should clearly demonstrate how you meet each requirement, using specific examples that highlight your relevant skills, experience, knowledge, and attributes.

Please ensure your answers are authentic and reflect your own experiences. Responses generated by AI or copied from generic sources are discouraged, as they do not provide the depth or relevance needed for effective assessment.

We also encourage you to reflect on how your approach and values align with Wollongong City Council's core values: Respect, Integrity, One Team, Sustainability, and Courage. The more detail you provide, the better equipped the panel will be to understand your capabilities and alignment with the role and our organisation

1. Provide an overview of your experience in a rates, billing, revenue or accounting environment, including the systems used and how you ensured compliance with relevant legislation, policies and procedures.
2. Describe a time when a customer was unhappy or confused about a transaction, fee or process. How did you explain the required rules and provide good customer service, even if you couldn't give them the outcome they wanted?
3. Outline your experience working in a high-volume environment with competing priorities and deadlines. Provide an example of how you have organised your workload and ensured tasks are completed accurately with minimal supervision?
4. This role requires learning and confidently using multiple systems. Describe a time you had to learn a new system. How did you learn it and make sure you did things the right way?



Why you'll love working here

We're values based, and purpose-led

We care about our community and aim to create an extraordinary Wollongong. This is achieved by working toward the goals in the Our Wollongong Our Future Community Strategic Plan 2035. Our work is guided by our values of Courage, Integrity, Respect, Sustainable and One Team.

Make a difference in your community

You'll be part of a team that makes a positive impact through the services they provide, the infrastructure they build and the community they create.

Be your authentic self

Our strength is the diversity of our people. Council is an inclusive workplace where everyone is welcome, valued and belongs.

Grow capability and opportunity

We'll invest in you to develop the next generation of leaders who'll deliver services, projects and infrastructure that can only be found in large complex organisations.

Create local and industry connections

As part of a large and complex Council in a major city, you'll establish networks with a range of Local Government Industry peers, bodies, associations and organisations.

Career growth and recognition

Reward and recognition, corporate learning opportunities, study assistance, and leadership development programs to help you grow and succeed.

True work-life balance

We know you work hard, and we make sure that effort is rewarded with real flexibility. Our hybrid work options, flex-time, and rostered days off mean you can maintain balance with family and enjoying our coastal lifestyle, while delivering great outcomes for community.

Great working conditions

Enjoy a 35-hour work week,.

Generous leave provisions

Five weeks of annual leave per year (pro rata) and access to long service leave after just five years.

Health, safety, and wellbeing

We prioritise a safe workplace for everyone, every day, everywhere. Our wellbeing programs support mental, physical and social wellbeing of our people to be at their best and include an Employee Assistance Program, skin and hearing checks and discounted gym memberships.

A vibrant social culture

We have a thriving Social Club hosting a range of fun activities year-round from trivia to happy hour events, themed nights and more. There's a dedicated social space with table tennis, pool table and shared break out areas.



Next steps

How to apply

Click apply and submit your up-to-date resume and answer the selection criteria questions.

Your application will be assessed following the conclusion of the advertising period.

We will keep you informed during the recruitment process to:

- Advise you of your progress through each stage;
- Explain assessments that you need to complete;
- Notify you of the outcome of your application by email or phone, and
- Provide you with feedback on your request.

For assistance in submitting your application, please contact the Talent Acquisition Team on (02) 4227 7065.

More information

- We encourage applications from everyone regardless of gender, age, ethnicity, cultural background, faith, disability or gender identity. People with disability are encouraged to reach out so they can be supported to access adjustments in recruitment processes and in the workplace, to enable them to demonstrate their skills and capabilities to meet the requirements of the job.
- Wollongong Council adheres to the principles of a child safe organisation and is committed to the care and protection of all children and young people in the community.
- Suitable candidates may be placed on an eligibility list for future opportunities in the team, which may include full time, part time, temporary and or casual.
- Suitable candidates are subject to employment screening which includes reference checks, Identity and Medical History Checks, and may also include a Nationally Coordinated Criminal History Check and Working with Children Check. Employment is subject to clearance of all these checks.

