

Position Description

Date Reviewed:	March 2024	
Position:	Revenue Officer – Rates	
Business Unit:	Finance and Customer Service	
Directorate:	Corporate and Community Services	
Location:	Civic Centre	
Reports to:	Business Manager Finance and Customer Service	
Remuneration:	Grade 8	
Award Classification:	Band 2 Level 2	
Hours of Work:	35 Hours Per Week 8:30am – 5pm 43 minute lunch break 9 day fortnight	This role may be subject to an Individual Hours Agreement as per Council’s Flex First Procedure.

Council Vision & Mission



Passion - Strive to always be at your best & to support colleagues to be at their best to provide outstanding service & outcomes.

Respect - Commit to always treating everyone in ways you would personally value being treated.

Innovation - Collaborate to creatively problem-solve with team members to generate new ideas being mindful of policy requirements.

Dedication - Be determined, resilient and relentless in delivering quality outcomes for the community regardless of the obstacles encountered.

Excellence - Commit to achieving & leading best-practice in our sector.

Position Statement

This position is responsible for the effective management of Council’s rates revenue service.

Position Duties

- Calculate and apply Council's Annual General Rate and Special Rates or Levies in accordance with legislative and Council policy requirements, including the calculation of Council's Notional and Permissible rate incomes
- Enter and review Revenue journal records to maintain accurate Council information
- Maintain and update computer databases for rates and property to provide accurate information to Council
- Control and coordinate Land Valuations and update Councils records from information supplied by the Valuer General
- Reconcile Land Valuations with Valuer General totals and to rate levy to ensure that all rateable are correctly levied
- Prepare and authorise Section 603 Certificates
- Process pensioner rebate applications consistent with statutory requirements. Balance these against Centrelink on an annual basis
- Monitor the collection of payments from ratepayers to ensure that they are correct and accurately processed
- Perform monthly reconciliations for Rates to ensure Council accounting records are accurate and meet legislative requirements
- Provide telephone and face-to-face Customer Service on complex rating and debt recovery matters to maintain Council's image as a provider of quality service
- Arrange the preparation and issue of Rates and Charges, Quarterly Instalment Notices, Overdue Notices and Supplementary Levies and Notices
- Prepare all rates related reports and statutory returns, including Rating Return: Comprising the Statement of Compliance, Rates, Charges and Certain Comparative Information, Pensioner Concession Subsidy Claim, quarterly Council report and Notional General Income Adjustment for Newly Rateable Crown Land
- Prepare correspondence as required
- Review all non-rateable properties, postponed rate accounts on a regular and timely basis
- Manage Rates debt recovery and liaise with Councils debt recovery agent to ensure prompt collection of outstanding accounts
- Process exemption from rating (non-rateable) applications
- Provide advice to ensure management and Council are informed in regard to relevant rating industry changes, advancements and investigate ways for Council to successfully implement these
- Assist and relieve other finance staff as required. i.e. debtors
- Update ownership records based on Land Titles Office advice
- Carry out other duties that are within the limits of the employees skills, competence and ability as required by Goulburn Mulwaree Council
- All staff are responsible and accountable for creating and keeping accurate and complete records of their business activity in accordance with Council's Records Management Policy and the Code of Conduct

Essential Selection Criteria

- Certificate III in Financial Services (or an equivalent qualification) and/or demonstrated experience in Local Government Rating and Revenue Raising
- Demonstrated experience and knowledge of debt recovery procedures
- Excellent computer and keyboard skills including demonstrated experience in word processing and using spreadsheets
- Well-developed customer service and communication skills
- Excellent problem solving and conflict resolution skills
- Personal qualities that demonstrate a high extent of professional integrity and independent decision making
- Demonstrated ability to emulate Council's values of passion, respect, innovation, dedication and excellence and strive to achieve our vision and mission

Desirable Selection Criteria

- Basic knowledge of sundry debtor billing processes
- Demonstrated knowledge and ability to use Technology One
- Demonstrated knowledge and experience in using an electronic records management system
- Class C Drivers licence

Competencies

Entry Level:	Satisfactorily meets essential requirements
Level 1:	• Provide high level of service to customers • Provide quality and timely advice to Council staff, Management and Councilors • Demonstrated ability to independently reconcile the rates subsidiary ledger to the general ledger • Demonstrated knowledge of requirements under Local Government Act for Levying of Rates and Pensioner Rebate claims
Level 2:	• Demonstrated ability to prioritise work load • Coordination of preparation of DLG Statement of Compliance and other statutory returns • Manage Council's debt recovery system • Demonstrated knowledge of Valuations of Land Act
Level 3:	• Expert understanding of Local Government Rates Legislation • Expert knowledge of the Privacy Act in relation to rating records • Establish cooperative arrangements with other organisations • Demonstrated ability to work across Revenue functions and provide advice
Level 4:	1 year of satisfactorily demonstrating the LEAP commitments at the level required for the role

WHS Performance Measures & Responsibilities

All Employees/Workers	
Responsibilities:	Performance Measures:
Take reasonable care for their own health and safety and ensure their acts or omissions do not adversely affect the health and safety of others.	Adhere to all safe working procedures including verbal instructions given by Managers/Supervisors. Demonstrate reasonable care of themselves and others who may be affected by their actions.
Ensure, so far as is reasonably practical, all work is performed to comply with requirements of the WHS Act and Regulations, Councils policies and procedures relating to health and safety in the workplace that they have been notified of.	Demonstrated adherence to WHS Policy and procedures. Signed acknowledgement sheets of policies and procedures that all workers have been informed of.
Assist in carrying out risk assessments and developing Safe Work Method Statements (SWMS) and Safe Work Procedures (SWPs).	Evidence of participation in performing risk assessments for all duties. Evidence of participation in developing Safe Work Method Statements (SWMS) and Safe Work Procedures (SWPs).
Ensure all work is performed in accordance with site specific risk assessments, Safe Work Method Statements (SWMS) and Safe Working Procedures (SWPs).	Demonstrated adherence to site specific risk assessments. Demonstrated use of Safe Work Method Statements (SWMS) and Safe Working Procedures (SWPs).
Report all identified hazards, accidents/incidents, and near misses to Manager/Supervisor.	Actively monitor the workplace to determine presence of hazards and initiate actions to rectify/eliminate the hazard. Reporting all hazards, accidents, incidents, and near misses to Managers/Supervisor in a timely manner.
Use and maintain all safety equipment and personal protective equipment (PPE) in accordance with relevant standards.	Demonstrated use and maintenance of safety equipment and PPE.
Commitment to WHS and promote a risk assessment approach to all activities performed by Council.	Participate in risk assessment process and the development of Safe Work Method Statements or Safe Work Procedures. Attend toolbox and other meetings relating to WHS requirements.
Have a sound understanding of the WHS requirements associated with their employment duties.	Attendance at WHS training sessions. Demonstrated awareness of WHS responsibilities outlined in position description.

Job Demands Checklist

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

Frequency Definitions

- Occasional: Activity exists up to 1/3 of the time when performing the task
 Frequent: Activity exists between 1/3 and 2/3 of the time when performing the task.
 Constant: Activity exists more than 2/3 of the time when performing the task.
 Repetitive: Activity involves repetitive movements.

Demands	Description	Frequency				
		O	F	C	R	N/A
Physical Demands						
Kneeling/Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels	√				
Leg/Foot Movement	Tasks involve use of the leg and or foot to operate machinery					√
Hand/Arm Movement	Tasks involve use of hands/arms – e.g. stacking, reaching, typing, mopping, sweeping, sorting, and inspecting		√			
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist	√				
Standing	Tasks involve standing in an upright position without moving about	√				
Driving	Tasks involve operating any motor powered vehicle	√				
	Tasks involve driving vehicle on unsealed roads					√
Sitting	Tasks involve remaining in a seated position during task performance			√		
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended	√				
Walking/Running	Tasks involve walking or running on even surfaces					√
	Tasks involve walking on uneven surfaces					√
	Tasks involve walking up steep slopes					√
	Tasks involve walking down steep slopes					√
	Tasks involve walking whilst pushing/pulling objects					√
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees		√			
Working at heights	Tasks involve making use of ladders, foot stools, scaffolding, cherry-pickers etc. anything where the person stands on an object other than the ground					√
Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms	√				
	1. Light lifting/carrying (0-9 Kg)	√				
	2. Moderate lifting/carrying (10-15 Kg)					√
	3. Heavy lifting/carrying (16 Kg and above)					√
Digging	Tasks involving manual digging					√
Pushing/Pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking					√
Grasping	Tasks involve gripping, holding, clasping with fingers or hands.					
Manual Dexterity	Tasks involve fine finger movements – i.e. keyboard operation, writing			√		

Demands	Description	Frequency				
		O	F	C	R	N/A
Sensory Demands						
Sight	Tasks involve use of eyes (sight) an as integral part of task performance – i.e. looking at screen/keyboard in computer operation, working in dark environment, working at night			√		
Hearing	Tasks involve working in a noisy area – e.g. workshop and/or operation of noisy machinery/equipment					√
Smell	Tasks involve the use of the smell senses as an integral part of the task performance – e.g. working with chemicals					√
Taste	Tasks involve use of taste as an integral part of task performance					√
Touch	Tasks involve use of touch as an integral part of task performance			√		
Psychological Demands						
	Working with animals					√
	Dealing with dead or injured animals etc.					√
Psychosocial Demands						
	Tasks involving customer service (members of the public & clients)			√		
	Tasks involve interacting with distressed or angry people		√			
	Tasks involve interacting with people with mental illness/disability	√				
Exposure to Chemical Hazards						
Dust	Tasks involve working with dust – e.g. sawdust					√
Gases	Tasks involve working with gases					√
Fumes	Tasks involve working with fumes – i.e., which may cause problems to health if inhaled. e.g. herbicides & insecticides, water treatment etc.					√
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin – e.g. dermatitis					√
Hazardous Substances	Tasks involve handling hazardous substances including storage and/or transporting					√
Working Environment						
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance – e.g. glare					√
Sunlight	Exposure to sunlight					√
Temperature	Tasks involve working in temperature extremes – e.g. working in a cool room, working outdoors, boiler room					√
Confined Spaces	Tasks involve working in confined spaces					√
Accident Risk						
Surfaces	Tasks involve working on slippery or uneven surfaces					√
Housekeeping	Tasks involve working with obstacles within the area – bad housekeeping					√
Heights	Tasks involve working at heights below knee level and/or above shoulder height					√
Manual Handling	Tasks involve manual handling	√				
Biological Hazards						
Biological Products	Tasks involve working around wastewater/garbage etc.					√

Acknowledgement

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Council from time to time as necessary.

Employee Name:	
Signature:	
Date:	