

Position Description – Coordinator Revenue

Position Number:	1028
Directorate:	Services
Business Unit:	Financial Services
Hours Per Week:	35
Award:	Local Government (State) Award
Grade (SAS):	23
Location:	Civic Centre
Position Reports to:	Chief Financial Officer
Positions Reporting Direct to this One	Revenue Officer (Rates) Revenue Officer (Accounts Receivable) Revenue Accountant

Our Values



Customer focus

We listen to the needs and wants of our customers and provide exceptional customer service



Integrity

We are fair and consistent in our actions, and we act ethically, honestly, responsibly and respectfully



Consultation

We seek to understand before acting and are sensitive to residents' needs and situations



Leadership

We focus attention on what is really important, lead by setting a good example and seek to improve outcomes, processes and relationships



Equity

We deal equally and honestly with customers and each other

Position Overview

This Position Description is not a complete statement of all the Accountabilities, Responsibilities, Tasks and Outcomes etc. associated with the role. It is intended only to be indicative and descriptive of the role with the incumbent required to undertake any and all tasks requested that are within their skills, competence and training.

The Coordinator Revenue is accountable for the revenue functions of Council, ensuring the timely levying and collection of Council rates and annual charges, the issuing and collection of miscellaneous debtor accounts and the maintenance of relevant records. The Coordinator Revenue also monitors Council's cash flow and administers Council's investment portfolio.

Principal Accountabilities

- Responsible for the timely levying and issue of Council Rates and annual charges, including supplementary rate levies. Ensure adherence to relevant legislation and compliance with statutory rating returns.
- Maintenance and control of Council's Debtor system.
- To oversee and co-ordinate staff in performance of their duties and facilitate efficient processing of accounts and back-office receipting functions.
- Ensure that appropriate controls are in place throughout Council to ensure that all income due to Council is identified, recorded and collected.
- Maximise the collection of rates, annual charges and miscellaneous debtor income through the implementation of appropriate collection procedures.
- Where necessary take appropriate action in recovery of outstanding rates and miscellaneous debtors in accordance with Council's policy. Prepare periodic reports of outstanding debtors and collection status.
- Monitor Council's cash flow and administer Council's investment portfolio in consultation with its investment advisor and Chief Financial Officer.
- Promote the image of Council by providing a high level of customer service and consultation to ratepayers, other Divisions of Council, government authorities and other customers.

Key Organisational Accountabilities

- Abide by the principles of Council's Code of Conduct – and other Council policies and procedures – in the carrying out of all Council duties: integrity, leadership, selflessness, objectivity, accountability, openness, honesty and respect.
- Contribute to improved customer service and organisational effectiveness, by acting ethically, with honesty and fairness.
- Provide exceptional customer service by listening to the needs of each customer and action in a prompt, professional and courteous manner at all times.
- Foster innovation through seeking to improve outcomes, processes and relationships.
- A commitment to ensuring the organisation is child safe.
- Identify, assess and manage all risks associated with the function.
- A commitment to Council's Fraud and Corruption prevention strategy.
- Report injuries, accidents, incidents and near misses in the work area and on the corrective actions taken to prevent reoccurrence.
- Always ensure your actions contribute to a safe and healthy workplace.
- Use and properly maintain appropriate safety clothing and personal protective equipment.
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.

Selection Criteria

Essential

Qualifications

- Degree or Diploma in Accountancy, Business or Local Government Studies from a recognised tertiary institution or equivalent experience.

Skills/Experience

- Demonstrated knowledge and experience in Local Government rating and revenue systems and management including the determination of permissible income.
- Demonstrated experience in customer service and dealing with difficult customer experience situations.
- Demonstrated high level written and oral communication skills.
- A high level of interpersonal skills to engage and motivate staff and others to achieve required objectives.
- Demonstrable ability to organise workloads and meet deadlines.
- Commitment to provision of high-quality customer service.

Desirable

- Knowledge/experience in local government finance, legislation and reporting requirements, particularly in the areas of Rating and Investments.
- Experience in the use of Civica's Authority Property, Rating and Debtors modules.

Other

- Position Holder in this position will be subject to relevant and ongoing probity checks as determined by Council.

Signature

Position Holder: _____ Date: _____

Reviewed and Finalised

Date: July 2026