



## Position Description

POSITION TITLE:	Finance Officer - Revenue
REPORTS TO:	Manager Financial Services
LOCATION:	Administration Centre
WORK AREA:	Administration and Community
LEVEL:	Band 2 Level 1
REMUNERATION PACKAGE:	Superannuation Access to a range of salary packaging benefits
HOURS OF WORK:	35 hours per week

### *Our Mission*

To meet the challenges of our unique and diverse region

### *Purpose of Position (purpose / objective of the position)*

To assist Council's Revenue Co-Ordinator to manage Council's rates, water and sewer billing and debtor systems.

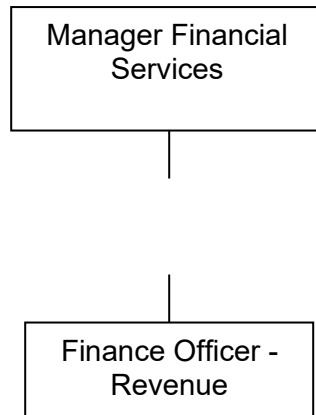
### *Award Provisions*

Award:	Local Government (State) Award 2020
Award Grade:	Grade 5

**Organisational Relationships:**  
*(the type of client/customer/community relationships that are critical to the effective functioning of the job)*

WITHIN DEPARTMENT:	Finance
WITHIN COUNCIL	Technical and professional staff Operational and salary staff
EXTERNAL TO COUNCIL <i>(e.g. community, business &amp; other government)</i>	Businesses & community Government Departments Auditors

**Organisational Chart:** *(Direct reporting relationships)*







## *Schedule of Duties*

- Assist with rating and debtor functions.
- Liaise with Council's Solicitor and commercial agent to provide information when requested in relation to debt recovery.
- To organise debt recovery action for water and debtor accounts.
- To ensure that water meters are accurately read within designated timeframes and readings are inputted into computer system.
- Generate water and trade waste accounts.
- Process debtors on a daily and where appropriate quarterly basis in accordance with council policy and procedures.
- Compile information for Private Works debtors from various sources (payroll etc) and issue debtors accounts.
- Update property system from listings provided from Valuer General.
- Direct Debits and reversals to be processed as required.
- Provide a back up support to customer service counter.
- Assist with Creditors input.
- Other duties as directed.
- Ensure Occupational Health and Safety is practiced in the workplace in accordance with relevant standards and council policy.
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- Direct deposit receipting including Bpay, Auspost and others.
- Relieve the duties of Revenue Co-ordinator when required
- Relieve the duties of Creditors officer when required.
- Relieve the duties of Senior finance officer when required,
- Process direct deposit receipts of Pool and Landfill income

## Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Adept
	Display Resilience and Adaptability	Foundational
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Foundational
	<b>Deliver Results</b>	<b>Adept</b>
 Resources	Finance	Intermediate
	<b>Assets and Tools</b>	<b>Intermediate</b>
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate

## Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Maintains confidentiality of customer and organisational information</li> <li>• Is open, honest and consistent in words and behaviour</li> <li>• Takes steps to clarify ethical issues and seeks advice when unsure what to do</li> <li>• Helps others to understand their obligations to follow the code of conduct, legislation and policies</li> <li>• Recognises and reports inappropriate behaviour, misconduct and perceived conflicts of interest</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>• Encourages an inclusive, supportive and co-operative team environment</li> <li>• Shares information and learning within and across teams</li> <li>• Works well with other teams on shared problems and initiatives</li> <li>• Looks out for the wellbeing of team members and other colleagues</li> <li>• Encourages input from people with different experiences, perspectives and beliefs</li> <li>• Shows sensitivity to others' workloads and challenges when asking for input and contributions</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>• Takes responsibility for the quality and timeliness of the team's work products</li> <li>• Ensures team understands goals and expectations</li> <li>• Shares the broader context for projects and tasks with the team</li> <li>• Identifies resource needs, including team, budget, information and tools</li> <li>• Allocates responsibilities and resources appropriately</li> <li>• Gives team members appropriate flexibility to decide how to get the job done</li> </ul>
<b>Resources</b> Assets and Tools	Intermediate	<ul style="list-style-type: none"> <li>• Uses a variety of work tools and resources to enhance work products and expand own skill set</li> <li>• Ensures others understand their obligations to use and maintain work tools and equipment appropriately</li> <li>• Contributes to the allocation of work tools and resources to optimise team outcomes</li> </ul>

## *Essential and Desirable Criteria*

### Essential:

- Higher school certificate or equivalent.
- Demonstrated experience in clerical / accounting role.
- Demonstrated competence and knowledge in use of computers.
- Developed written and oral communication skills.
- Experience in reconciliations.
- Proficient in the use of Microsoft Office package.
- Understanding of accounting concepts.
- Demonstrated knowledge and understanding of the principles and practices of Equal Employment Opportunity and Occupational Health and Safety and an ability to apply them to the work practices.

### Desirable:

- Formal Accounting qualifications
- Knowledge and understanding of Local Government rating and debtor legislation
- Experience in the utilisation of Fujitsu computer system.
- Conflict resolution skills.

## *Verification of Qualifications*

### Guidelines:

- All original certificates or certified (by the institution) academic transcripts must be sighted by Council. Cost of providing documentation is to be borne by applicant.
- To facilitate the verification of qualifications, written permission must be given to Council for the relevant educational institution to be contacted.
- Falsely claiming qualifications will lead to dismissal and/or prosecution for any relevant offence.
- Applicants are to sign a declaration that states qualifications are genuine and acknowledges that false claims can lead to dismissal.

## *Working with Children Check*

The position is subject to the requirements of the Child and Young Person Protection legislation and all applicants will be required to complete a Prohibited Employment Declaration at the time of their application.

## ***Job Specific Skills and Performance Standards Required***

NB: This section of the position description will be used to assess staff in the job specific skills. Staff are expected to have achieved the performance standard required of all skills within each step before progression to the next step.

<b>Skills</b>	<b>Performance Standard Required</b>
<b>Entry Level</b>	
Answer and process general enquiries/requests on rating and debtors	<ul style="list-style-type: none"> <li>• Answers/requests for action or information are handled assertively and diplomatically using correct protocols, and confidentiality is maintained where appropriate.</li> <li>• Accurate information is recorded or relayed to provide the service requested.</li> <li>• All processes involved are carried out within the agreed Council timeframes.</li> <li>• Provides accurate and courteous service in relation to rating and debtors enquiries</li> </ul>
Complete standard forms and reports	<ul style="list-style-type: none"> <li>• Able to print and write information legibly and clearly.</li> <li>• Understands Council procedures relating to regularly used standard forms and reports.</li> <li>• Completes forms to agreed timeframes.</li> </ul>
Undertake and observe employment conditions and Council Human Resources Policy and procedures	<ul style="list-style-type: none"> <li>• Able to interpret regularly used employment conditions, policies and procedures</li> <li>• Adheres to Employment Conditions and Council Policies and Procedures.</li> <li>• Conducts all areas of work practices and procedures in a manner that conforms to Council principles and practice of Equal Employment Opportunity and Ethical Conduct.</li> </ul>
Implement WH&S in the workplace	<ul style="list-style-type: none"> <li>• Understands WH&amp;S as it applies to their immediate work area.</li> <li>• Understands risk management issues as they apply to their immediate work area</li> <li>• Able to practically apply basic WH&amp;S in their daily work</li> <li>• Complies with Council policies and procedures on a safe workplace (eg., no smoking, alcohol in the workplace)</li> </ul>
Water / Sewer Billing and Trade Waste Management	<ul style="list-style-type: none"> <li>• Water meters are read and readings are inputted into computer system.</li> <li>• Identifies and communicates to Supervisor any discrepancies arising during meter reads.</li> <li>• Transfers water and trade waste batches to rates system.</li> <li>• Understands legislative requirements for water / sewer billing and trade waste management revenue activities.</li> </ul>
Maintain Debtor system	<ul style="list-style-type: none"> <li>• Understands and is able to use Council's Debtor system in a timely manner with regular issue of accounts.</li> <li>• Prepares and issues debtors accounts on a monthly basis.</li> <li>• Ensures accurate information is entered into computer and rejects traced.</li> </ul>

	<ul style="list-style-type: none"> <li>Processes end of month tasks (i.e. aging of debtor accounts and levy interest charges)</li> <li>Compile information for private works debtors from various sources (payroll, stores, quarries).</li> <li>Prepare and issue debtor accounts for private works</li> </ul>
Internal control	<ul style="list-style-type: none"> <li>Ensures adequate working papers exist to support all debtor charges raised.</li> <li>Ensures Council's internal control policies and procedures are adhered to.</li> <li>Ensures account allocations are correct and are rectified where necessary.</li> </ul>
Operate a motor vehicle	<ul style="list-style-type: none"> <li>Possesses a relevant motor vehicle licence</li> <li>Able to demonstrate a safe track record in driving.</li> </ul>
<b>Step 1</b>	
Records/Information Management	<ul style="list-style-type: none"> <li>Register and retrieve documents in Council's records system 'HPE'</li> <li>Files materials accurately and according to Council's records management policies and procedures.</li> </ul>
Debtor administration	<ul style="list-style-type: none"> <li>Organizes and supervises debtor account payment arrangements.</li> <li>Liaises with Council's Solicitor and commercial agent during organizing of the collection of accounts.</li> <li>Reconciles debtor accounts and trial ledger as per Council policies and procedures.</li> <li>Investigates any discrepancies and rectifies where necessary.</li> </ul>
Water/Sewer & Trade waste billing systems	<ul style="list-style-type: none"> <li>Identifies complex irregularities in processes and takes appropriate action.</li> <li>Advises others on the use of Council's water/sewer and trade waste billing system to appropriately record transactions.</li> <li>Understands software sufficiently to advise others on solving problems.</li> <li>Investigates and develops strategies to improve water/sewer and trade waste billing system operations.</li> <li>Reconcile water bills to trial balance.</li> </ul>
Debt Recovery	<ul style="list-style-type: none"> <li>Outstanding accounts are identified</li> <li>Follow up letters are processed.</li> <li>Liaise with Commercial Agents</li> </ul>
Property System	<ul style="list-style-type: none"> <li>Ensure the accurate and efficient updating of property system from listings provided from Valuer General.</li> <li>Investigates any discrepancies and rectifies where necessary.</li> </ul>
Use of Technology	<ul style="list-style-type: none"> <li>Able to accurately and correctly utilise Council's computer system to facilitate work.</li> <li>Able to instruct other team members in the use of system.</li> <li>Able to utilise a range of job specific software to facilitate work.</li> </ul>
Direct Debits	<ul style="list-style-type: none"> <li>Debtors processed fortnightly and quarterly.</li> <li>Debtors authorities are accurately inputted and rejects are traced.</li> <li>Able to locate errors and demonstrate strong problem solving skills.</li> </ul>

<b>Step 2</b>	
Written Correspondence	<ul style="list-style-type: none"> <li>• Provides replies to non standard correspondence within area of expertise and delegation.</li> <li>• Presents information in a clear and concise way.</li> <li>• Text in correspondence uses clear and concise language.</li> <li>• Spelling, punctuation and grammar are correct.</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Responds promptly to more complex enquiries and gives correct advice and information using appropriate communication methods.</li> <li>• Uses advanced communication skills to deal with difficult situations.</li> </ul>
Investigate and resolve complaints and requests	<ul style="list-style-type: none"> <li>• Establishes details of the complaint/request.</li> <li>• Resolves complex issues; refers issue to the relevant officer if resolution not possible.</li> <li>• Identifies appropriate options for resolving the complaint or dealing with the request.</li> <li>• Records an accurate summary of any complaint.</li> </ul>
Assist in the coordination and resource allocation and usage (Reading Staff)	<ul style="list-style-type: none"> <li>• Liaises with Asset Manager to ensure meter reading resources are allocated based on the assessment of current workloads and staff needs against circumstances, skills, experience and resources available.</li> <li>• Effective allocation and acquisition of resources is supported and endorsed with Asset Manager.</li> <li>• Resource allocation issues are identified and addressed.</li> </ul>
Use of Technology	<ul style="list-style-type: none"> <li>• Demonstrated ability to utilise a range of Council technology at a high level to provide accurate reports and data collection / management.</li> </ul>
<b>Step 3</b>	
Receipting / customer service support to customer service counter	<ul style="list-style-type: none"> <li>• Able to provide support to front counter.</li> <li>• Accepts payment and provides receipts for Council's goods and services.</li> <li>• Records transactions correctly and balances records.</li> <li>• Responds to a wide range of basic / general council enquiries.</li> <li>• Reports irregularities promptly to the appropriate person.</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>• Develops practical solutions to daily work issues examples Debtor Control.</li> <li>• Applies a range of problem solving strategies.</li> <li>• Shows independence and initiative in identifying problems and solving them.</li> </ul>
Development of work Procedures Guides.	<ul style="list-style-type: none"> <li>• Manuals and user guides are accurate and user friendly.</li> <li>• Consideration is given to the user and the environment in which the manual/guide will be used.</li> <li>• Responsibility for all updates and changes to the procedures or manuals is assigned or designated.</li> <li>• Feedback is sought on the content and presentation of the manual/guide.</li> <li>• Manuals and guides are updated and modified as required to match current operations.</li> </ul>

Quality Customer Service	<ul style="list-style-type: none"> <li>• The needs of the customers are researched, understood and assessed and included in the planning process.</li> <li>• Customer feedback is sought and used to improve the provision of services.</li> <li>• Resources are used effectively and efficiently to provide quality services to customers.</li> </ul>
Train others in the use of rating, property and debtors system	<ul style="list-style-type: none"> <li>• Is able to instruct and train others in the use of Council's rating, property and debtors system to ensure all enquiries and processes are in accordance with Council's policies and procedures.</li> <li>• Identifies and communicates performance and training outcomes to Manager.</li> </ul>
<b>Step 4</b>	
Develop and Update rating and debtor knowledge with on job training.	<ul style="list-style-type: none"> <li>• Accesses and updates specific information on work.</li> <li>• Identifies and uses a range of opportunities to update general knowledge of rating and debtor legislative and council specific requirements.</li> </ul> <p>Shares updated knowledge with customers and colleagues as appropriate.</p>
Complex Problem Solving	<ul style="list-style-type: none"> <li>• Develops creative, innovative solutions to complex work issues.</li> <li>• Shows independence and initiative in identifying problems and solving them.</li> <li>• Identifies and classifies possible sources of risk.</li> <li>• Identifies and reports problems to Manager, and where approved, proactively puts in place appropriate strategies to mitigate them.</li> <li>• Applies a wide range of problem solving skills to enable resolution of issues without contravening any statutes, regulations or Council policies.</li> </ul>
Undertake Process Improvement	<ul style="list-style-type: none"> <li>• Processes are monitored and inconsistencies are identified and documented by comparing processes for similar tasks.</li> <li>• Ideas for improvement are given prompt consideration and feedback to maximise possible benefits.</li> <li>• Ideas are discussed and evaluated with other staff to determine viability.</li> <li>• Ideas are assessed against existing practise, precedent and any legislative or Council restrictions.</li> <li>• Judgment is used on the assessment of ideas.</li> <li>• Other staff are involved so that all aspects can be considered.</li> <li>• Regular opportunities are provided to consider alternative approaches to process improvement.</li> <li>• Change is monitored to see that anticipated benefits are realised.</li> <li>• All areas affected by change are advised promptly to minimise disruption and encourage commitment.</li> </ul>
Assist with the review, development and implementation of policies	<ul style="list-style-type: none"> <li>• Contributes to the review, development and implementation of policies in relation to debtor / rating activities.</li> <li>• Implements policies and procedures as directed by Manager.</li> <li>• Updates procedure manuals to reflect changes in policies.</li> </ul>

Report Writing	<ul style="list-style-type: none"><li>• Reports are prepared within agreed timeframes and to the required format.</li><li>• Reports are prepared for Executive Manager Administration and Community on rating and debtor matters when required.</li><li>• Reports are clear and concise.</li></ul>
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*Acceptance of Position Description*

I, \_\_\_\_\_, have read and understood this position description and agree to the conditions and responsibilities contained in it. I intend to commence duties as Revenue Officer on \_\_\_\_\_.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_