

Position Description

Revenue Officer

17 October 2024

Position Number

500046

Directorate

Organisational Performance

Department

Revenue

Reports to

Revenue Coordinator

Classification

Band 4

Employment Status Permanent**Location**

Broadford

Flexible Working
Arrangement

About the role

The Revenue Officer is responsible for maintaining Council's property and rate database in an accurate and timely manner. Customer service focused, the role will attend to rate payer and other enquiries in relation to property and rating issues and Provide quality customer service in accordance with Council's customer service charter.

The role will work within the team to ensure the Revenue Team is high performing and fulfilling statutory requirements.

You may also be asked to assist the Revenue Team Leader and/or Revenue Coordinator with debt recovery processes and the preparation of Supplementary Valuations.

Key responsibility areas

- Assist in the maintenance of Council's property and rate database, including but not limited to, changes to ownership, information in relation to the name and address register, creation of property subdivisions and associated rate assessments, processing of pensioner rebate applications.
- Assist in the preparation and processing of rate journals and the appropriate ledger updates
- Assist with the download agency payments on a daily basis and allocate receipts to property, sundry and scheme debtors', animals and fire hazard databases
- Maintain an understanding of the legislation as it relates to revenue collection, valuations and voting procedures
- Prepare and issue standard correspondence as and when required

- Assist with the collection of overdue monies due to Council
- Assist with all aspects of the Supplementary Valuation process
- Prepare refund vouchers for overpayments of rates and charges and forward to the Revenue Coordinator for authorisation
- Archive Revenue office documentation as required including the use of Councils EDMS software
- Attend to telephone and counter enquiries pertaining the revenue office issues
- Produce duplicate rate statements and notices as required
- Assist in the issuing of Land Information Certificates
- Assist in ensuring that a match exists between Councils property database and the digital map base
- Assist other Revenue staff as required
- A requirement of this position is that the Incumbent may be required to undertake various other duties as directed from time to time within the skills and capabilities of a position at this level.

Other Duties

- Responsibilities and duties included in this position description are subject to the multi- skilling and job rotation provisions of the Mitchell Shire Council current Enterprise Agreement and or any supplementary agreements and where applicable the appropriate award.

About you

Key Selection Criteria

1. Previous experience in a finance or administration role
2. Demonstrated ability to plan, prioritise and organise work within set timeframes
3. High level of attention to detail and ability to maintain records in an accurate, efficient and timely manner
4. Ability to positively contribute to a team and a willingness to collaborate
5. Be customer focused
6. Knowledge of current rating practices and legislation and/or experience in the use of Technology One Property and Rating system an advantage, but not essential

Pre-employment check

- National Police Check
- Valid Victorian driver's license
- Working with Children Check

About Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

Vision

As we grow, we will be leaders in protecting the environment and preserving the country feel and liveability of our unique communities, with visionary planning for a cohesive, prosperous, safe, and healthy future.

Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



Working Together



Respect



Customer Service Excellence



Accountability



Continuous Improvement

Structure

Mitchell Shire Council is broken into three Directorates being:

- Advocacy and Communities
- Economy, Growth and Infrastructure
- Organisational Performance

Position requirements

Accountability and Extent of Authority

- Accountable for the provision of an efficient, courteous, friendly and helpful service to all customers.
- Accountable for the provision of accurate and timely information to members of the public and other Council Officers on first level enquiries.
- Accountable for the quality and correctness of the daily financial transactions.
- Accountable for the accurate and timely update of property and name and address records following property settlement.
- Will work within specific guidelines and legislation under the supervision of the Revenue Coordinator.
- Accountable for ensuring the provisions of the Information Privacy Act are adhered to in accordance with Council Information Privacy Policy.

Judgement and Decision Making

- Ability to make appropriate decisions and evaluate alternatives within documented procedures.
- Ability to make clear decisions pertaining to tasks to be completed.

- Guidance and advice is always available

Specialist Skills and Knowledge

- An understanding of accounting procedures, practices and processes as they relate to revenue services
- Excellent literacy and numeracy skills
- Ability to use relevant computer packages efficiently.

Management Skills

- Understanding of the relevant provisions of the Local Government Act.
- An excellent understanding of customer service standards.
- A good understanding of office procedures.
- Ability to use relevant computer packages including MS office productively.

Interpersonal Skills

- Ability to maintain confidentiality
- Ability to work well in a team environment.
- Good interpersonal and communication (written and verbal) skills.
- Ability to gain cooperation and assistance from internal and external customers.
- List only the essential interpersonal skills required to perform the job competently.

Qualifications and Experience

- Excellent verbal, written and numerical abilities.
- Extensive use of computers and database maintenance.
- Successful completion of Year 12 or equivalent.
- Experience in local government
- Experience within Revenue functions.