| Position Title – Revenue Officer | |
|---|---|
| **Position Number:** | 500046 |
| **Directorate:** | Governance and Corporate Performance |
| **Department:** | Finance |
| **Reports to:** | Revenue Coordinator |
| **Classification:** | Band 4 |
| **Employment Status:** | Full Time |
| **Location:** | **Civic Centre Broadford** – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements. |
| **Date created/amended:** | 6/8/2018 |
| **Employee signature:** | Date: / / |

## About the Organisation

### 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

Together with our Community, create a sustainable future.

### Values

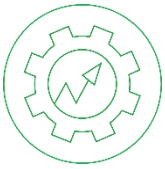
Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:


Working Together


Respect


Customer Service Excellence


Accountability


Continuous Improvement

### Structure

Mitchell Shire Council is broken into three Directorates being:

> Governance and Corporate Performance
> Development and Infrastructure
> Advocacy and Community Services

## About the Role

### Objectives

> Maintain Council's property and rate database in an accurate and timely manner.
> Attend to rate payer and other enquiries in relation to property and rating issues.
> Assist with the operations of the Revenue office.
> Assist the Senior Revenue officer with debt recovery processes.
> Assist the Senior Revenue officer with preparation of Supplementary Valuations.
> Provide quality customer service in accordance with Council's customer service charter.

### 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
> Complete the agency update process via transaction transfer to the General Ledger
> 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 the Senior Revenue officer 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.
> 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. At least 5 years experience in a finance/administrative role using a large financial system
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

### Qualifications and Experience

### Essential

> Excellent verbal, written and numerical abilities.

> Extensive use of computers and database maintenance.

> Willingness to undertake National Police Check.

### Desirable

> Completion of VCE or equivalent.

> Experience in a Local Government and Revenue functions.

> Valid driver's license.

## 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

> Describes the parameters within which the position is able to make decision, give advice and make recommendations.

Consider:

> 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

> List only the essential knowledge and skills required to perform the job competently.

Consider:

> Any specific and essential skill requirements
> Degree of skill required in each area
> Operation of tools, plant, machinery, vehicles and equipment
> Understanding required of organisational context, goals and policies
> Budgeting and financial requirements
> Ability to provide training in trades or specialist disciplines
> The application of any theoretical or scientific discipline.

### 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.

# Appendix A - Conditions of Employment and Responsibilities

## Agreements, Legislations and Awards

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

> Mitchell Shire Council Enterprise Agreement No 6 2014-2017
> Early Education Employees Agreement 2016

Current Awards at Mitchell Shire Council are:

> Victorian Local Authorities Award 2001
> Nurses (ANF Victorian Local Government) Award 2002
> National Training Wage Award 2000

## Asset Management

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

## Charter of Human Rights Compliance

Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

> Making decisions and providing advice consistent with human rights
> Actively implementing, promoting and supporting human rights

## Child Safe Standards

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

> All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
> There is zero tolerance for all forms of abuse and neglect towards children
> All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
> Best practice standards will apply in the recruitment of staff, volunteers and contractors
> People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
> A statement of our commitment to child safety requirements is included in induction
> Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
> Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates
> All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies

## Corporate Recordkeeping Responsibilities

Mitchell Shire employees should demonstrate the following;

> Understanding records management obligations and responsibilities
> Making and keeping accurate and complete records of business activities and decision making
> Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
> Ensuring the quality and accuracy of the data used or entered on Council databases and systems
> Destruction of Council records are not to occur without authority from the Corporate Information Department.

## Code of Conduct

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

## Corporate Induction

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

## Customer Service

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

> In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
> Ensure a high quality customer focused service at all times
> Contribute to excellence in service delivery and present a positive image for Council
> As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
> Provide service in accordance with Council's Customer Service standards

## Drivers Licence

If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled you must inform your manager immediately.

## Emergency Management

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

## Hours of Work

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where operationally viable) to encourage work life balance. A standard full time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

***Accrued Day Off (ADO) and Rostered Day Off (RDO)***

An ADO/RDO is applicable for some positions, with the following arrangement;

***Monthly ADO***
A Monthly ADO is available to full time staff. As a full time indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

***Fortnightly ADO***
A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5 hour days for 9 days per fortnight, with the 10th day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

## Motor Vehicle

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

## Policies and Procedures

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

## Pre-Employment Checks

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.

Working with Children Checks are compulsory for some staff, and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

## Qualifications Required for the Role

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

## Qualifying Period

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

## Recognition of Prior Service

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

## Payroll

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

## Risk Management and Occupational Health and Safety

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.

## Superannuation

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

## Types of Employment

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;

***Casual Employees*** will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

***Part Time Employees*** can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximium hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

## Variances to Duties

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.