

Revenue Officer

Statement of duties

Position number	723499
Location	Hobart
Division	Revenue, Gaming and Licensing
Branch	Revenue
Section	Operations
Award	Tasmanian State Service Award
Classification	General Stream, Band 3
Immediate supervisor	Team Leader
Employment conditions	Permanent
Hours per week	Flexible up to 36.75 hours

Branch responsibilities

The primary responsibilities of the Branch are to:

- administer State taxation legislation, manage the assessment and collection of State taxes, and provide advice to taxpayers;
- administer a range of grants, concessions and rebates including processing applications and undertaking activities to ensure adherence to eligibility criteria;
- ensure that taxpayers are in full compliance with State taxation legislation and administered grants through ongoing education, risk prioritisation and targeted audits; and
- manage the collection of outstanding State taxation debts, including court recovery and prosecution action where appropriate.

Position objective

As an individual or as a member of a team, administer State taxation legislation to ensure efficient and effective collection of revenue and payment of grants.

In the context of the selection criteria, to be successful in the position applicants will have:

- the ability to operate successfully in a high work flow area to provide 'front line services', whilst demonstrating high levels of resilience, maintaining a good standard of attention to detail and with a focus on quality;
- good written and verbal communication skills, including the ability to convey complex taxation information to a range of stakeholders; and
- a demonstrated ability to use inter-related systems and information sources to process transactions and to analyse situations that fall outside of normal procedures whilst showing appropriate judgement in handling these situations.

Primary duties

The Revenue Officer's primary duties include:

- undertaking complex calculations of taxpayer liability, the issuing of assessments and action to recover outstanding taxes and other revenue;
- undertaking complex account maintenance relating to the transfer or revaluation of property where attention to detail and analytical skills are paramount to ensuring the integrity of the State Revenue Office database;
- receipting taxation, gaming and other revenue collectable by the Division and undertaking related clerical functions;
- communicating effectively with a range of stakeholders on taxation and other matters pursuant to legislation administered by the Division, particularly in situations where the stakeholder may not agree with or understand the information being conveyed;
- providing advice to clients, both verbally and in writing, related to the taxation legislation administered by the Branch;
- providing coaching and technical support to team members; and
- undertaking other duties and responsibilities within the classification level of this position, which are within the employees competence and skill level.

Level of responsibility, direction and supervision

The Revenue Officer will receive general instructions from the Team Leader in order to complete complex operational tasks. Work involves a range of diverse tasks that require specialised administrative skills. The exercise of independent judgement in relation to operational matters is integral to the work and solutions to non-standard requirements require creativity and initiative. The Revenue Officer may also provide instruction, guidance and feedback to less qualified or experienced employees.

Supervisors are responsible for monitoring the work practices and behaviour within their area to promote compliance with: ethical standards; the State Service Code of Conduct and Principles; relevant Work Health and Safety Legislation; the policies, procedures and guidelines issued by the Department; and adherence to the principles of equal employment opportunity.

Selection criteria

Relative merit of candidates for this position is assessed using the following selection criteria:

1. Communication

Demonstrates capacity to: prepare and compose documentation with good accuracy and style; clearly and succinctly convey ideas and information; and listen to others and respond appropriately.

2. Output management

Demonstrates capacity to: organise, schedule, prioritise and complete assigned tasks; and deliver outcomes with a client focus.

3. Conceptual, analytical and judgement

Demonstrates capacity to: exercise judgement in applying practices, methods and standards; use initiative to resolve operational matters and make timely and accurate decisions relating to duties; and provide operational advice and information.

4. Leadership and people skills

Demonstrates capacity to: instruct and guide others in relation to tasks and procedures; work effectively in a team and share ideas to improve practices and procedures; and behave in alignment with Treasury's values.

5. Technical and professional*

Demonstrates knowledge, skill and ability in relation to the role or the capacity to rapidly acquire competency.

The above selection criteria are weighted equally for assessment purposes.

* Qualifications and requirements

Desirable - Certificate III or IV in a relevant area or equivalent level.

Approved: J Root, Deputy Secretary

Date: 11 January 2022

For further information please email recruitment@treasury.tas.gov.au, or visit www.treasury.tas.gov.au

Working at Treasury

We are responsible for managing the Tasmanian Government's financial resources and for implementing strategies to achieve the Government's economic and financial objectives. Treasury is a challenging and exciting place to work. Our mission is to improve the wellbeing of Tasmanians by providing high quality advice to the Government as well as effective and efficient administration of our financial and regulatory responsibilities.

Treasury is a values-based organisation. If your personal and work values are consistent with those developed by our staff, we're sure you'll find Treasury a great workplace. Our decisions and behaviours are guided by the following values and belief statements:

- **Integrity** as it builds confidence, trust and self-respect, and is the foundation of open and honest communication;
- **Excellence** as it challenges us to give our best and brings us recognition;
- **Respect** as it recognises the value of each of us and the contribution we all make;
- **Camaraderie** as it creates a fun and supportive place to be; and
- **Passion** as it inspires us to achieve great things.



Treasury employment conditions

All roles at Treasury can be undertaken flexibly (up to the hours specified) and we will readily consider proposals to reduce hours or to undertake the hours flexibly or with an altered work pattern. We are interested in developing our staff and supporting them to be the best they can be.

We are an equal opportunity employer and we welcome a diverse range of applicants for our positions. We appreciate the diversity of our employees and value the contribution they make to our organisation. We provide reasonable adjustment, as medically required, to enable inherent role requirements to be met. We promote and uphold the principles of fair and equitable access to employment, promotion, personal development and training. Our workplace has a culture of zero tolerance towards violence against women, and towards any form of family violence.

Treasury seeks to provide a healthy and safe workplace for all employees and the Department has a 'duty of care' responsibility in this respect. Employees have a 'duty of self-care' to ensure that they conduct themselves in a manner that protects the safety, health and welfare of themselves and others in the work environment. This position involves a significant proportion of screen-based equipment work. Treasury is a smoke free work environment.

Treasury is committed to creating, as far as is reasonably practicable, a respectful work environment which is free from inappropriate and disrespectful workplace behaviours, including discrimination, bullying and harassment. All employees must adhere to the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct (*State Service Act 2000*).