



# MOUNT ISA CITY COUNCIL POSITION DESCRIPTION

|                              |   |
|------------------------------|---|
| <b>POSITION:</b>             | Revenue Officer   |
| <b>EMPLOYMENT STATUS:</b>    | Full Time   |
| <b>AWARD CLASSIFICATION:</b> | Level 2<br>Queensland Local Government Industry (Stream A) Award -<br>State 2017<br>in conjunction with Mount Isa City Councils Certified<br>Agreement 2018 |
| <b>DEPARTMENT:</b>           | Corporate and Community   |
| <b>SECTION:</b>              | Revenue   |

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## POSITION OBJECTIVE

The Revenue Officer works under the direct supervision of the Senior Revenue Officer and supports the Finance function through the raising of rates, water and general revenue for Council and the provision of specialist advice related to revenue raising activities.

## ORGANISATIONAL RELATIONSHIPS

Reports to: Senior Revenue Officer

Supervises: NIL

## REQUIREMENTS OF THE POSITION

### Skills, Knowledge and Experience

- A team approach and the ability to effectively multi-task across several competing priorities is essential;
- Self-motivated with strong time management, problem solving and decision making abilities;
- A high level of confidentiality and ability to exercise discretion in a professional manner is essential;
- Well-developed interpersonal communication and negotiation skills;
- Well-developed professional level customer service skills;
- Ability and a willingness to gain knowledge and skills through on-the job training;
- Sound computing knowledge including Microsoft Suite and PCS LG Software;
- An understanding of local government, rating procedures, and related sections of the Local Government Act 2009; or an ability and willingness to gain this knowledge;
- Experience in accounts receivable would be viewed favourably;
- Experience within a Council's property or revenue environment is a distinct advantage;

### Qualifications

- Current QLD "C" class Driver's Licence or ability to acquire a licence prior to commencing in the role.

### Training

- Must be willing to undertake, and successfully complete, training deemed essential for the position in accordance with Council's Training Matrix.

## **KEY RESPONSIBILITIES**

This position is responsible for the following areas and includes, but is not limited to:

### **Rates**

- Issuing of Council's Rates and Charges Notices;
- Maintenance of the rates database and upkeep of the notes register;
- Processing and issuing of rates credit / supplementary levy notices and interest;
- Effective and efficient dealings with queries from property owners and/or public in relation to Rates and Charges;
- The provision of property information through Council's rates searches;
- Reviewing of property investigations;
- Liaise with key stakeholders within Council in relation to Rates and Charges;
- Understanding of Local Government Act 2009 and Regulation 2012 and application and relevance of this information for property reviews/investigations;
- Processing and collection of the State Fire Levy and the State Pensioner Levy;
- Registering of correspondence / reviews / investigations / levies / property information within Council's records database;
- Issuing of Rates Reminder Notices in conjunction with Council's Debt Recovery Policy;
- Submission of Council memos to Council for resolution;
- Annual review of the Rates Debt Recovery Policy;
- Processing of payment commitment applications.

### **Water**

- Issuing of Council's Water Consumption Notices
- Management of the water meter reading processes to ensure efficient billing procedures;
- Systematic review of consumption data to identify problems or anomalies;
- Processing and issuing of Water Consumption credit / supplementary levy notices and interest;
- Maintaining and updating property data information;
- Conducting property investigations;
- Understanding of Local Government Act 2009 and Regulation 2012, and the Water Supply Act 2008 and application and relevance of this information for property reviews/investigations;
- Issuing of Water Consumption Reminder Notices in conjunction with Council's Debt Recovery Policy;
- Registering of correspondence / reviews / investigations / levies / water meter information within Council's records database;
- Annual review of Council's Water Meter Policy & Water Remissions Policy in conjunction with the Water and Sewer Department.

### **Accounts Receivable**

- Management of Council's sundry debtor invoicing system;
- Conducting debtor investigations;
- Management and reconciliation of private works;
- MICCOE invoicing and internal charging;
- Issuing of Debtor Reminder Notices in conjunction with Council's Sundry Debt Recovery Policy;
- Processing of payment commitment applications;
- Registering of correspondence / reviews / investigations information within Council's records database;
- Annual review of the Sundry Debt Recovery Policy.

### **Debt Recovery**

- Management and review of all outstanding revenue balances;
- Coordination with debt recovery agents and lawyers to recover outstanding balances;
- Review of payment commitments to ensure compliance;
- Annual review of all debt recovery policies;
- Conduct meetings with customers to assess hardship applications;
- Preparation of reviews and management reports on debt recovery status;
- Preparation of Council reports in relation to financial hardship.

**General Tasks** (Applies to all four sections)

- Maintaining Council's Revenue information on Council's website to ensure information is correct and relevant;
- Assist with correspondence, mail outs, shredding, and filing etc in the Revenue team;
- Maintain professional standards and high levels of confidentiality and integrity within the Revenue function at all times;
- Other targets as outlined in your Performance Review are achieved;
- A customer focused, proactive approach; dealing with members of the public and Council's internal stakeholders in a timely, courteous and professional manner;
- Develops, promotes and complies with council policies and procedures;
- Ability to relieve the Senior Revenue Officer role in their absence;
- Provide assistance to, and relieve, all revenue staff as required within skill set and capability;
- Out-of-hours work may be required;
- You are required to follow any other lawful and reasonable directives provided by your Supervisor or more senior officer; and
- Council reserves the right to change these duties at any time.

**Physical Requirements**

- It is an inherent requirement of the position to be able to occasionally lift weight;
- Sit continuously for extended periods of time;
- Raise or lower objects from one level to another;

This position requires the incumbent to maintain a level of fitness to be capable of carrying out the physical requirements of the position.

**KEY PERFORMANCE INDICATORS**

- Provision of professional advice in accordance with relevant legislation and recognised industry standards;
- All assigned tasks completed professionally and on time;
- Accountable for positive health and safety practices;
- High level of confidentiality maintained;
- High level of customer service evidenced;
- High level of participation and commitment to team outcomes;
- Develops, promotes and complies with council policies and procedures.
- Effectively process customer complaints ensuring compliance with Council's Policy and Procedure;

**DELEGATION AUTHORITY AND ACCOUNTABILITY**

- As per Council's Delegations of Authority;
- Other delegations as determined by the management or Council.

**ORGANISATIONAL COMMITMENTS**

To comply with the requirements of all Mount Isa City Council policies and procedures as amended from time to time, including but not limited to:

- Comply with customer service standards;
- Comply with Council's Code of Conduct;
- Comply with and actively promote and ensure compliance with Council's EEO Policy;
- Comply with Human Resources policies and procedures;
- Comply with Work Health and Safety legislation, policies and procedures;
- Comply with Records Management policies and procedures.

**WORK HEALTH AND SAFETY**

All employees of Council have a legal obligation to comply with Work Health and Safety legislation including Council's Work Health and Safety Management System; Safeplan and Council policies, procedures and work instructions. This framework is established to ensure the health and safety of employees, contractors, visitors, volunteers and the public.

Employees are required to perform all work and associated functions in a safe manner and to identify and report any concerns, near misses and incidents/accidents to Councils WH&S Officer and Supervisor.

**GENERAL**

All employees must comply with all reasonable and lawful directives given in the workplace and must undertake other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

Position Descriptions do not provide a definitive list of duties and responsibilities and as such Council reserves the right to alter this position description from time to time. Council expects employees to accept variations to their work within the classification level therefore Council may initiate changes through consultation with the position holder. On an annual basis the employee and appropriate Supervisor/Department Manager should review the position description for currency.

**SELECTION CRITERIA – Revenue Officer**

| <b>SELECTION CRITERIA</b> |  | <b>WEIGHTING (%)</b> |
|---------------------------|--|----------------------|
| SC1                       | Well-developed interpersonal communication skills with a high level of customer service                              | MANDATORY<br>20%     |
| SC2                       | Complex problem-solving ability adherence to timeframes  | 20%                  |
| SC3                       | Ability to handle conflict and complex customer interactions   | 20%                  |
| SC4                       | Sound computer literacy skills including Microsoft Office, records management software, GIS, and accounting software | 10%                  |
| SC5                       | Ability to interpret and apply policies and procedures to new situations   | 30%                  |

**AUTHORISATION**

Director: Chileya Luangala

Signature: \_\_\_\_\_

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

Date originated: 6 March 2019

Date reviewed: 14 May 2019

**EMPLOYEE DECLARATION**

I, the undersigned acknowledge receiving a copy of the Revenue Officer Position Description:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

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