

Revenue Officer – Corporate Services

Position Outline

Position	Revenue Officer
Work Location	23 West Street, Mount Isa
Directorate	Corporate Services
Section	Revenue and Customer Services
Reports to	Revenue and Customer Services Coordinator
Annual Salary Band	\$82,985.76 - \$87,430.72
Classification	Level 3, Mount Isa City Council Certified Agreement 2024
Engagement Type	Full-Time, Ongoing

POSITION OBJECTIVE

This position is responsible for the accurate and efficient maintenance of Council’s rating and accounts receivable system including the timely collection of outstanding rates and charges and accounts receivable related debts. The revenue officer will be required to complete reconciliations and provide reports as requested and provide assistance across areas of the financial accounting function through the raising of rates, water and general revenue for Council. A strong knowledge of rates is essential for this role.

POSITION REQUIREMENTS

- There are no mandatory qualifications or requirements for this position. However, Council values the enhanced work performance which may be gained from the expanded knowledge base and skills acquired during formal tertiary training and encourage both existing and potential staff to participate in lifelong learning.
- An understanding of local government, rating procedures, and related sections of the Local Government Act 2009.
- Comprehensive knowledge of, or the ability to acquire knowledge of, the policies, procedures and standards applicable to rating and accounts receivable and debt recovery functions.
- Ability to accurately process and maintain data and financial transactions.
- Excellent communication and interpersonal skills including negotiation and conflict resolution.
- Self-motivated with demonstrated problem solving and decision-making skills.
- High level time management and organisational skills with the ability to complete tasks and projects within deadlines.
- Experience in the use of the Microsoft Office Suite, particularly Excel and Civica (Authority System).
- Experience using property and rating systems to levy rates and charges, and account receivable systems to issue invoicing, or the ability to quickly learn new systems. Ability to work autonomously as well as participate as a collaborative and productive team member.
- Ability to maintain confidentiality and to exercise discretion in a professional manner.
- Experience within a Council’s property or revenue environment is a distinct advantage.

KEY RESPONSIBILITIES

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

- 
- **Data Integrity.** Ensure all ratepayer and accounts receivable records are accurately recorded in a timely manner.
 - **Internal control.** Ensure implementation of relevant internal controls within the revenue function.
 - **Reporting.** Prepare reports and provide information required to all internal and external customers.
 - **Reconciliation.** Ensure accurate reconciliation of ledger accounts and end of year reporting.
 - **Financial.** Undertake financial transactions, cash handling, receipting and banking processes in accordance with established procedures.
 - **Financial Accounting.** Assist with functioning of Council's statutory reporting and revenue collections areas in line with statutory requirements and Council's customer service framework.
 - Additionally, this position may be required to conduct other duties as lawfully directed by the reporting manager and out-of-ordinary hours work may be required from time to time.

KEY PERFORMANCE INDICATORS

- Provision of professional advice in accordance with relevant legislation and recognised industry standards;
- Practical working knowledge of computer systems, particularly Windows based software and computerised financial management systems.
- Demonstrated well-developed analytical and problem solving skills;
- Demonstrated high level of confidentiality and discretion when dealing with customers, colleagues and sensitive correspondence.
- Proven customer service skills.
- An ability to meet deadlines under conflicting pressures.
- Ability to work within a team and participate in activities as a team member and support other officers.

WORK HEALTH AND SAFETY

All employees of Council have an obligation to comply with Work Health and Safety legislation including Council's Work Health policies, procedures, and work instructions.

WHAT'S IN IT FOR YOU?

When joining Mount Isa City Council, you are provided with pathways and opportunities to grow and achieve your potential. Eligible employees can access our Employee Assistance Program, elect to join our free Immunisation Program, and enjoy sporting reimbursement opportunities. Full-time employees receive 5 weeks annual leave (pro-rata to part-time employees, *not applicable to casual employment*) to enjoy time outside the workplace!

MOUNT ISA CITY COUNCIL VALUES

We consider our values vital in how we serve our community. Mount Isa City Council's values are Integrity, Service and Accountability.

INTEGRITY

SERVICE

ACCOUNTABILITY

HOW TO APPLY

What to include in your application:

To assess your suitability, please provide the following information:

- Write a maximum of 2 pages on how your experience, abilities, knowledge and personal qualities meet the position requirements of the role.
- Your current CV or resume, including two referees who have a thorough knowledge of your capabilities, work performance and conduct within the previous two years.

Submitting your application:

- Submit online at: <https://www.mountisa.qld.gov.au/City-Council/Careers/Current-Opportunities>; or
- Email Human Resources on hr@mountisa.qld.gov.au
- *Both word and PDF are accepted file formats.*

Please note that:

- Council undertakes a range of checks and assessment methods to assist in selection, including criminal history checks, pre-employment medical etc.
- Mount Isa City Council is an Equal Employment Opportunity employer. Council strongly encourages all suitable applicants to apply for this role.
- ***Applicants must be eligible to live and work within Australia.***

Creation Date	6 March 2024
Reviewed Date	2 April 2025
Contact	Human Resources – 07 4747 3389
Closing Date	19 March 2026