

## Senior Revenue Officer – Corporate Services

### Position Outline

<b>Position</b>	Senior Revenue Officer
<b>Work Location</b>	23 West Street, Mount Isa
<b>Directorate</b>	Corporate Services
<b>Section</b>	Revenue and Customer Services
<b>Reports to</b>	Revenue and Customer Services Coordinator
<b>Annual Salary Band</b>	\$97,746.00 – 101,610.00
<b>Classification</b>	Level 5, Mount Isa City Council Certified Agreement 2024
<b>Engagement Type</b>	Full-Time, Ongoing

#### POSITION OBJECTIVE

---

This position is responsible for administering and assisting with the revenue collection function of Council, including the levying of rates and charges, issuing of account receivable invoices, collection of outstanding rates-related and accounts receivable debts, and resolution of external customer enquiries through a customer request management system. The position provides technical and leadership support to the Revenue and Customer Service Coordinator in overseeing the revenue team and providing exceptional customer service to the community.

#### POSITION REQUIREMENTS

---

- Demonstrated understanding of the application of Federal or State legislation or accounting standards in relation to financial practices.
- Experience in administering and maintaining corporate financial systems.
- 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.
- Demonstrated understanding or ability to acquire knowledge of debt recovery practices in accordance with legislative requirements and Council policies
- Demonstrated experience in resolving customer enquiries in relation to account receivable matters.
- Experience using financial systems to raise charges in an account receivable system to issue invoices and credit notes.
- Proven ability to accurately process and maintain data and financial transactions.
- Excellent communication and interpersonal skills including negotiation and conflict resolution.
- High level time management skills and well-developed organisational skills with the ability to independently complete complex tasks and projects within deadlines.
- Experience in the use of the Microsoft Office Suite, particularly Excel.
- Ability to work autonomously as well as participate as a collaborative and productive team member



## KEY RESPONSIBILITIES

---

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

- **Technical knowledge and expertise to ensure the efficient function of Council's revenue function.** In consultation with, or in absence of the Revenue and Customer Service Coordinator, provide technical knowledge and expertise as required to ensure the efficient functioning of Council's revenue function in line with statutory requirements and Council's customer service framework.
- **Internal control.** Provide support to the Revenue and Customer Service Coordinator to review and monitor effective internal controls within the revenue function to provide appropriate financial governance for council.
- **Systems.** Model best practice and use of council's property, rating and accounts receivable system.
- **Procedure Development.** Contribute to the development of and implement procedures and guidelines that support the provision of reliable, timely information across council.
- **Customer Service.** Model the best practice approach to addressing and resolving customer enquires in line with Council's customer service framework.
- **Financial.** Assist with the provision of information for Council's statutory reporting and undertake financial transactions, cash handling, receipting and banking processes in accordance with established procedures as required.
- **Reporting.** Assist with the development of relevant reports that meet the needs of internal and external customers.
- **Leadership.** Act as a role model to the revenue team and help to build teamwork and collaboration amongst team members. In the absence of the Revenue and Customer Service Coordinator motivate, develop and support the revenue team to deliver service excellence.
- 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

---

- Demonstrated understanding of the Statutory Acts and Regulations and the application of legislation to financial transactions, including accounts receivable invoicing.
- Substantial experience in administering debtors' invoices or other statutory charges.
- Experience in administering debt recovery and management practices.
- Highly developed customer service skills and proven ability to successfully resolve disputes.
- Demonstrated ability to work within a team, coordinate and participate in activities as a team member and support other officers.
- Highly organised, with the ability to meet deadlines under conflicting pressures whilst being committed to meeting customer expectations.
- Experience in financial systems or the ability to adapt and learn the relevant software applicable to Council.

## 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/current-vacancies>; or
- Email Human Resources on [hr@mountisa.qld.gov.au](mailto: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.***

<b>Creation Date</b>	6 March 2024
<b>Reviewed Date</b>	2 April 2025
<b>Contact</b>	Human Resources 07 4747 3389
<b>Closing Date</b>	6 April 2026