



## Position Description

### A. POSITION PROFILE

**Position:**

**Revenue Assistant**

**Position Evaluation:**

*Award: Band 1 Level 3*

**Salary System Grade:**

*Grade 10*

**Conditions of Employment:**

*Local Government (State) Award 2023*

*Permanent Full- Time*

*11% Superannuation*

**Additional Benefits:**

**Position Occupant:**

*Vacant*

**Department:**

*Deputy General Manager - CCD*

**Section/Group:**

*Finance*

**Location:**

Cootamundra

Gundagai

**Direct Supervisor:**

*Manager Finance*

**Number of Staff Supervised by this position:**

*Nil*

### B. STATEMENT OF FUNCTION

This is a professional role in local government rating, property and revenue collection services. This role supports the efficient and effective rates, property and revenue collection services for Council, and provides support to ensure Council's property records are up to date and accurate.

### C. KEY RESPONSIBILITIES

1. Manage Water billing function
2. Provide back up to the Accounts receivable functions
3. Support the operation of Council's rates and property functions in accordance with established procedures, policies and legislative requirements.
4. Assist with the accurate and timely maintenance of the rates and property system.
5. Assist with the collection of all Council revenue from rates and annual charges.
6. Responded to queries in a timely and professional manner.
7. Assist with the preparation of statutory returns, as they relate to the rating system, in an accurate and timely manner.

**POSITION NUMBER**

**DATE ADOPTED:**  
*October 2023*

**APPROVED BY:**  
*Interim Deputy  
GM – Paul Woods*

**LAST REVIEWED:**  
*October 2023*

## **D. DUTIES**

1. Assist with generating rates and other applicable user charges, and interest on overdue amounts with accuracy and timeliness and in accordance with Council's policies and procedures and any related legislative requirements.
2. Manage water billing function, generate water and sewer charges, and interest on overdue amounts with accuracy and timeliness and in accordance with Council's policies and procedures and any related legislative requirements.
3. Process, reconcile and maintain the rates and property system on an ongoing basis, and identify and correct discrepancies.
4. Issue land information certificates (Section 603 Certificates and updates) in an accurate and timely manner.
5. Liaise with internal and external parties on any matters relating to Council's rating and water billing functions.
6. Liaise with ratepayers, solicitors and debt collectors, performing all debt collection activity in accordance with Council policies, procedures and other guidelines.
7. Provide professional customer service to ratepayers by responding to enquiries regarding the Rates and Water and Sewer billing, assisting them with their requests and following through with required actions.
8. Assist with preparing statutory and special reports/returns on rating matters, including the annual Statement of Compliance and the Pension Concession Claim, and ensure these are submitted by the respective due dates.
9. Provide accurate and timely reports and information on the rating and revenue collection functions, answer all relevant internal queries and make any recommendations with respect to changes in rates/property administration.
10. Assist with the annual budget process and development of Council's annual Revenue Policy including the provision of accurate revenue information, rates modelling and forecasts.
11. Keep up to date with relevant changes to rating legislation and regulations.
12. Plan, implement, review and report on the continuous improvement of service, performance and systems within the rating function.
13. Carry out any other duties that are within the limits of the employees' skill, competence and training.

## **E. ESSENTIAL CRITERIA**

1. Demonstrated experience in local government administration, particularly in the areas of customer service, accounts receivable or rating.
2. Solid understanding of NSW Local Government rating legislation, rating principles, best practice water and sewer guidelines and property legislation.
3. Demonstrated ability to perform all data entry and reconciliations associated with the rating & accounts receivable functions.
4. Strong computer literacy, including with the Microsoft office suite and rates and property information software systems.
5. Demonstrated interpersonal skills including the ability to interact and negotiate in a professional manner with members of the public, other external parties and staff at all levels of the organisation.
6. Demonstrated time management skills, with the ability to prioritise and organise own workload and work with a minimum of supervision.
7. Current NSW Class C Driver's Licence.

## **F. DESIRABLE CRITERIA**

1. Completion of NSW Revenue Professionals Training Modules.
2. TAFE qualification in Local Government Rating or equivalent on the job training and workplace based experience.