

REVENUE COORDINATOR

DOCUMENT TYPE:	Position Description
POSITION:	Revenue Coordinator
POSITION SUPERVISOR:	Manager Financial Services
POSITION DIRECTORATE:	Corporate Services
POSITION DEPARTMENT:	Finance
POSITION TERM:	Permanent
POSITION STATUS:	Full time
POSITION AWARD CLASSIFICATION:	Band 6
POSITION DESCRIPTION VERSION NUMBER:	1
POSITION DESCRIPTION DATE ADOPTED:	May 2024
POSITION DESCRIPTION REVIEWED BY	Manager Financial Services and Revenue Coordinator
INCUMBENT:	Vacant
FILE LOCATION:	All position descriptions are held on a secure network by the Human Resources Department.
<p>Position descriptions are amended from time to time, therefore you should not rely on a printed copy being the current version. Please consult the Human Resources Department to ensure that the version you are using is up to date.</p> <p>This document is available in alternative formats (e.g. larger font) if requested.</p>	

1 POSITION OBJECTIVES

The objectives of this position are to prepare and issue rates promptly, ensure that all monies are received as scheduled by Council. Maintain Council's voters lists and administer appropriate follow up procedures when necessary.

2 KEY RESPONSIBILITIES AND DUTIES

2.1 Rates

The incumbent will:

- ensure the efficient collection of all rates and associated charges levied by Council
- control the production and issue of general, separate and supplementary rate assessments on a timely basis and promote practices that assists that all monies are received as scheduled by Council
- be responsible for oversight of direct debits from clients, accounts for rate payments and rental payments

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- organise upgrade of the accounts rating database when they become available
- administer State Concessions Act and claim from State Government, coordinate the verification process and assist with the annual audit
- assist ratepayers to formulate payment schedules when necessary
- prepare all requirements appropriate to the functions of the Revenue Collector for audit purposes
- be involved in budget preparations, especially in the area of valuation analysis, rating options and rating systems (rate modelling)
- ensure Rate Records reconcile with financial records (General Ledger)
- where necessary undertake the sale of properties for rate collection purposes
- participate in policy development within the rating area by preparation of reports, review and implementation of strategies and plans
- recommend outstanding debt collection (and legal action) in respect to rates and other debts when necessary and implement collection procedures
- back up support for the daily download the EFT banking files (Australia Post and Bpay).

2.2 Fire Service Property Levy

The incumbent will:

- promote with the community the efficient collection of all Fire Property Service Levy (FSPL) charges levied by Council on behalf of the State Government
- ensure FSPL reconcile with financial records (General Ledger)
- prepare quarterly remittance advices for FSPL and prepare payment for State Revenue Office (SRO)
- complete and process the annual reconciliation report for lodgment
- complete and process the annual return for lodgment.

2.3 Geographical information system

The incumbent will:

- be responsible for preparation of monthly returns for matching of properties to rating database
- be responsible for downloading fortnightly update files
- liaise with GIS IT representatives in all areas of uploading, enhancement and maintenance of Council's GIS map base.

2.4 Property valuations

The incumbent will:

- ensure Council's property file information relating to property description, ownership rateability and financial records be maintained accurately on a timely basis and in accordance with the provisions of the Local Government Act, other relevant legislation and Council policy
- undertake the processing of supplementary valuations
- liaise with Council's Valuer regarding valuations for purposes other than rating
- prepare reports for Council in accordance with the Local Government Act and the Valuation of Land Act
- assist ratepayers with objection process including queries, lodgment and contact with the valuers
- maintain computer based valuation records.

2.5 Special rate schemes

The incumbent will:

- maintain register of above schemes in accordance with appropriate legislation
- prepare and issue accounts as and when required, including quarterly accounts
- ensure the efficient collection of all charges as a result of these works
- recommend outstanding debt collection (and legal action) in respect to these debtors when necessary and implement collection procedures.

2.6 Council elections

The incumbent will:

- maintain Council's Voters Lists, regularly liaise with State Electoral Office to ensure accurate State Electoral Roll to be used in the conduct of local elections, on behalf of the Chief Executive Officer
- assist with mail out process including communication with printer and review of templates received from the Electoral Office.

2.7 Accounts receivable

The incumbent will:

- have overview Council's Avdata water system and associated debt collection
- provide guidance, training and assistance to the Revenue Officer
- ensure that the Revenue Officer reconciles the sundry debtor ledger against the general ledger at least twice monthly
- ensure that the Revenue Officer, at least monthly, has private works ledgers are reconciled to general ledger
- oversee debt collection proceedings.

2.8 Personnel and organization

The incumbent will:

- ensure all public enquiries are dealt with efficiently and courteously in accordance with the relevant regulation and Council policy
- monitor and promote a high level of rate service to the Council and the public.

2.9 Financial

The incumbent will:

- assist members of the Finance Department, including training of new employees
- compile all necessary returns and statistics as required by various Authorities, including parts of Victorian Grants Commission, Bureau of Statistics, Valuer General's Department and other bodies using Council's valuations
- review debt control and regularly monitor outstanding debts and their recovery by Council.

2.10 Risk management

The incumbent will:

- at all times adhere to responsibilities as set out in Council's Risk Management Policy
- participate in audits, and complete recommendations as set out by Council's External/Internal Auditors, and Council's insurance scheme.

2.11 Records and information

The incumbent will:

- provide leadership, advice and direction to Finance staff to ensure responsible records management throughout Council in accordance with relevant legislation
- oversee departmental staff to ensure that Council's records function is being undertaken appropriately.

2.12 Other duties

The incumbent will:

- carry out such other duties as may be required from time to time.

3 ACCOUNTABILITY AND EXTENT OF AUTHORITY

The incumbent will be:

- accountable for the timely and accurate issue and collection of rates in accordance with Council policy
- authorised to receive monies and issue receipts on Council's behalf and to negotiate rate payments in line with Council policy.

4 JUDGEMENT AND DECISION MAKING

The incumbent will have:

- responsibility for assisting with the co-ordinating of Municipal Elections in accordance with procedures established by Council
- ability to deal with issues arising with the day-to-day running of the Rates Office
- an understanding that guidance and advice is usually available
- ability to consult with the Manager Finance and Director Corporate Services with complex queries where required

5 SPECIALIST SKILLS AND KNOWLEDGE

The incumbent will have:

- extensive knowledge of legislation and Council policy affecting rating, land taxes and valuations
- demonstrated capability and knowledge of computerised accounting and property systems, and Microsoft Office Suite of products
- an understanding of the long term goals and policies of the unit and wider organisation.

6 MANAGEMENT SKILLS

The incumbent will have:

- attention to accuracy and detail
- ability in planning work and setting priorities
- ability to support customer service and cashier staff with routine rates queries
- ability to support other staff within the revenue collection roles
- ability to manage time, set priorities and organise workload to meet deadlines and expectations established by management.

7 INTERPERSONAL SKILLS

The incumbent will have:

- high-level interpersonal skills with a proven ability to communicate confidentially and professionally with the general public and staff
- extensive experience in liaising effectively with the public on sensitive issues
- extensive experience in liaising effectively with other statutory authorities and Council Valuer and Valuer General's Department
- ability to contribute to and promote teamwork.

8 EXPERIENCE

The incumbent will have:

- experience in the administration and associated legislation when working with the tasks of valuations, rating, and Municipal Elections
- proven ability to act in a confidential and respectful manner
- proven ability to read and interpret policy and instructions
- experience in debt collection, the processes and conversations around this matter
- high level of experience in the operation of office computer systems.

9 QUALIFICATIONS

Qualification	Mandatory or Desirable
A qualification in accounting/business management or similar	<ul style="list-style-type: none"> • Desirable

10 ORGANISATIONAL QUALIFYING PERIOD

An Organisational Qualifying period of six months applies to the position.

11 ANNUAL PERFORMANCE DEVELOPMENT REVIEW

A Performance Development Review will be conducted each year. Every staff member is required to actively participate in the Annual Performance Development Review process with his or her immediate supervisor.

12 ORGANISATIONAL RELATIONSHIPS

Relationship	Stakeholders
Reports to	Manager Financial Services
Supervisors	Revenue Officers
Internal liaisons	All Council staff Councilors
External liaisons	Council Valuer Debt collection agency Solicitors Real estate agents State Revenue Office General public

13 KEY SELECTION CRITERIA

The criteria for selection will be:

1. suitable experience and/or qualification in accounting/business management or similar
2. experience working in an office environment with rates / debtors and debt collection knowledge an advantage
3. ability to read, interpret and apply principles within any relevant policies, procedures and legislation
4. proven time management skills with an ability to prioritise and work to procedures and guidelines
5. extensive experience in the use of computer information systems
6. high-level interpersonal skills with a proven ability to communicate queries in a confidential and professional manner
7. excellent verbal and written communication skills.

14 REVIEW

The supervisor and incumbent will review this Position Description for any necessary amendments during the annual Performance Development Review process.

15 GENERAL RESPONSIBILITIES AND DUTIES OF EVERY LODDON SHIRE COUNCIL EMPLOYEE

Every employee of the Loddon Shire Council is bound to adhere to legislation, regulations, and codes of conduct. Specific responsibilities are:

15.1 Council values

All Employees are required to uphold the Values of the Council as set out in the Council Plan and Staff and Contractors' Code of Conduct.

15.2 Equal opportunity and bullying and harassment

Loddon Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, and vilification and bullying.

All Employees are required to:

- respect the rights of all other employees, customers and clients
- adhere to Council's equal opportunity and bullying and harassment policies and procedures
- not get involved in, support, assist or encourage any form of discrimination, harassment, sexual harassment, bullying, vilification or victimization.

In addition, employees with supervisory responsibilities must also:

- take appropriate actions to prevent discrimination, harassment, sexual harassment, bullying, vilification or victimisation from occurring in their work area; and
- take appropriate steps to remedy the situation if discrimination, harassment, sexual harassment, bullying, vilification or victimisation has occurred.

15.3 Occupational Health & Safety

An employee, while at work, shall:

- take the care of which the employee is capable for the employee's own health and safety and for the health and safety of any other person who may be affected by the employee's acts or omissions at the workplace
- adhere to and assist in the continuous improvement of Council's occupational health and safety systems.

15.4 Risk Management

An employee, while at work, shall:

- ensure any issues identified as a risk to the public, contractor or members of staff are reported in accordance with Council's incident reporting procedure
- adhere to and assist in the continuous improvement of Council's risk management system.

15.5 Staff and Contractors Code of Conduct

The Staff and Contractors Code of Conduct applies to all employees and contractors of the Loddon Shire Council. All staff must:

- adhere to the Staff and Contractors Code of Conduct at all times
- familiarise themselves with the Code to ensure compliance with its principles.

15.6 Privacy

The Loddon Shire is committed to complying with the Information Privacy Act and the Health Records Act. All employees are required to:

- adhere to the Information Privacy Act and the Health Records Act
- at all times ensure that the personal information collected and held by the Council is protected from misuse, loss, unauthorised access, modification or disclosure
- ensure that personal information is appropriately stored and managed
- collect information only directly relating to the services being provided to clients

- not disclose personal information to any person or organisation without written consent or unless prescribed by a lawful instruction.

15.7 Records management

Loddon Shire Council employees, as public officers under the Public Records Act 1973, have responsibilities for ensuring that records created and received are captured, managed, stored, and destroyed in accordance with Public Records Office of Victoria standards and policies and procedures adopted by the Council.

Managers have an additional responsibility to ensure that departmental Council staff understand and comply with the requirements of the Public Records Act 1973 and Council records management policies and procedures.

15.8 Confidentiality

All employees of the Loddon Shire Council have a duty:

- to serve the Council with loyalty and in good faith
- not to disclose or use any information obtained in the course of employment for any purpose other than carrying out duties of employment
- not to source Council information, or information relating to Council's ratepayers and clients, for any purpose other than carrying out duties of employment.

15.9 Compliance

The Loddon Shire is committed to implementing a compliance framework to encourage organisational-wide compliance with legislation, policy and procedures.

This position is required to manage responsibilities under legislation, policy and procedures.

Where relevant the incumbent must use Council's approved Advent Manager Compliance Software by:

- ensuring obligations and actions in Management Action Plans are attended to within the timeframes allocated
- signing-off obligations and actions in the system once they reach practical completion.

15.10 Child Safe Standards

The Loddon Shire is committed to the safety of children and young people and operates within the child wellbeing and safety amendment (Child Safety Standards) Act 2015.

Staff are expected to be aware of all policies and procedures regarding the safety of children and young people at all times.

16 AGREEMENT

The manager and incumbent, by signing this section of the Position Description, agree that it reflects the current duties and responsibilities of the position.

Incumbent's name:



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(Please print).....

Incumbent's signature:Date:

Manager's signature:

Manager's title:Date: