

POSITION TITLE:	Revenue Officer	CLASSIFICATION:	5
REPORTS TO:	Revenue Coordinator	DIRECTORATE	Finance
DEPARTMENT:	Rates	TEAM:	Strategic Property & Revenue

OUR STRATEGIC CONTEXT

**PURPOSE**

Our organisation is accountable, sustainable, and delivering effective services to our community.

VISION

Our community is a safe, inclusive, and creative city that celebrates and embraces its vibrancy of cultures.

VALUES

Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

COUNCIL PLAN

A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

HOW YOUR ROLE CONTRIBUTES

Promote Council's image by demonstrating excellent customer service through courteous, informed and accurate communication of rates and special rates information to ratepayers, residents and other bodies.
Assist in the efficient and effective operation of the Revenue Unit in compliance with regulations and Council policy.
Accurately maintain rates and property records and all other documentation related to the rates and property database.

RESPONSIBILITIES	KEY OUTCOMES
Customer Service	<ul style="list-style-type: none"> Promote Council's image by demonstrating excellent customer service through courteous, informed and accurate communication of rates and special rates information to ratepayers, residents and other bodies.
Administration and record keeping	<ul style="list-style-type: none"> Provide input into possible changes to processes to maximise the use of the software and technology available to improve the efficient delivery of services. Assist in the efficient and effective operation of the Revenue Unit in compliance with regulations and Council policy. Accurately maintain rates and property records and all other documentation related to the rates and property database. Assist in the administration of outstanding debtors, collections and associated costs, following up on special arrangements and working with Council's debt collection agency.

KEY WORKING RELATIONSHIPS



Direct reports: Direct Reports – Nil

Internal: Internal – Revenue, Waste, Customer Service Teams

External: External – Ratepayers

REQUIRED EXPERIENCE, SKILLS AND COMPETENCIES

Accountability and extent of authority	<ul style="list-style-type: none"> Accountable for interpreting and applying internal policies, procedures, and relevant legislation, ensuring compliance with statutory obligations relevant to the role.
Judgement and decision making	<ul style="list-style-type: none"> Strong problem-solving skills, requiring the application of specialised methods, procedures, and processes developed from theory or precedent. This involves recognising when established techniques are not appropriate, with guidance not always available within the organisation.
Specialised knowledge and skills	<ul style="list-style-type: none"> Previous experience with the debt collection process. Demonstrated experience in a similar role in Local Government, a customer service environment and/or revenue administration experience. Experience in working with EDMS, Debt Collection providers, Technology One and/or similar Local Government rating and property database software.
Management Skills	<ul style="list-style-type: none"> Responsible for own Time Management.
Interpersonal skills	<ul style="list-style-type: none"> Proven ability to deal with difficult customers and to resolve problems, in a positive and helpful manner. Proficient in liaising with internal and external stakeholders to discuss and resolve specialist problems, fostering collaboration and communication across different entities. Demonstrated ability to work in a team environment and positively contribute to the team.
Qualifications and Experience	<ul style="list-style-type: none"> A certificate/degree or diploma in Business or related field is preferred, though lesser formal qualifications may be acceptable with equivalent work experience. Demonstrated work experience in rates, administration and/or customer service that showcases applicable skills and knowledge. Proficient in Microsoft Office, record keeping systems with a strong ability to apply these skills in a practical work setting. Must possess a current Valid Police Check or be willing to obtain both prior to commencing employment This role may be required to complete routine medical checks, undergo fit to work testing, update their police check as necessary, and maintain a current Working with Children Check to ensure compliance with organisational policies and safeguarding standards. Licensing and Background Checks: Current Victorian driver's licence, ability to complete a satisfactory police check, and a current Working with Children Check (WWC).

Capability Framework: Level 1 Foundational

Capabilities are the essential skills and behaviours needed for effective role fulfillment, represented as observable actions

Project Management	Develop essential skills in effective planning, coordination, and control. Responsibilities include tracking tasks to ensure deadlines are met, understanding team objectives, managing time efficiently, and providing valuable feedback for continuous improvement, all contributing to the overall success of the project
Change	Creating Path Through Change" by advocating for continuous improvement and contributing new ideas to enhance processes. You will embrace innovative approaches and utilize data to identify opportunities for enhancing work systems, ultimately benefiting both our business and community
Communication	Effectively communicate with clarity and respect, actively listen and engage with others, adapt language and non-verbal cues as needed, prepare well-structured written materials, and contribute regularly to team discussions and community engagement
Good governance	Utilise technologies and data to enhance efficiency while ensuring compliance with information security and organisational policies. Support process improvements and help colleagues understand relevant guidelines and procedures.

Achievement	You will deliver customer and community-focused services aligned with strategic objectives. You will seek diverse perspectives, build internal and external networks, and complete tasks on time under guidance. Contributing to resource allocation and team goals, your work will prioritize the needs of customers and the community
Leadership Impact	You will contribute to a culture of continuous improvement by embracing feedback and supporting your colleagues. You will help ensure that everyone understands how their roles align with our goals and participate in recognising high-quality work while promoting the value of diversity within Stonnington

WHAT WE ARE ALL RESPONSIBLE FOR



Workplace Health, Safety and Wellbeing:	We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.
Diversity, Equity, and Inclusion:	We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.
Code of Conduct:	We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.
Service Promises:	We Empathise We are Responsive We are Transparent We are Consistent We Follow Through
Safeguarding Children and Young People:	We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers, and Councillors have a legal and moral obligation to keep children safe and promote their best interests.
Sustainability:	We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.

Review date: