

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Revenue Assistant	
CLASSIFICATION	LOCATION
Band 4	The Gordon
DEPARTMENT	DIVISION
Revenue & Procurement	Corporate Services

Position Objectives

The Revenue Assistant is responsible for a number of outcomes –

- Contribute to the successful operation and development of the Revenue Section.
- To provide helpful, timely and accurate information to customers.

Key Responsibility Areas

- Attend to enquiries and provide advice and information regarding revenue matters to both external and internal customers.
- Assist with the maintenance of Council's revenue related person, property and rating databases, including changes of ownership and changes of address.
- Administer and monitor Rates Payment Arrangements.
- Revenue and monitor overdue rate assessments referred to Council's contracted Collection Agency.
- Record and reconcile receipts and legal expenses associated with assessments referred to Council's contracted Collection Agency.
- Record, maintain and process Direct Debits for rates payments.
- Process Pension Concession applications.
- Assist in the ongoing development of guidelines, procedures and policies relevant to the Revenue Section.
- Monitor and maintain the status of Activity Codes recorded in Council's rating database.
- To actively participate in special projects and provide support to the rest of the Revenue team.

REPORTS TO:	DIRECT REPORTS:
Manager Revenue & Procurement	0
ORGANISATIONAL RELATIONSHIPS	
Internal: All Council Employees	External: Ratepayers; Debtors; General public; Legal/Conveyancing firms

Accountability and Extent of Authority

- To provide quality service to customers.
- To provide accurate and relevant information and advice according to set guidelines, policies and legislation.
- Maintain a high level of ethical standards and confidentiality.

Judgement and Decision Making

- The position involves the completion of set tasks through the application of Council policies.

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- Ability to evaluate current processes and provide advice and recommendations for creating and implementing improvements.

Specialist Skills and Knowledge

- Proficient in the utilisation of relevant computer based systems in relation to Local Government rating.
- Knowledge of rating procedures.

Management Skills

- Ability to work under pressure.
- Plan and organise tasks to ensure that they are completed efficiently and effectively within set time frames.
- Must show initiative in improv

Interpersonal Skills

- Excellent written and oral communication skills to assist with enquiries from both internal and external customers.
- Ability to work with minimal supervision within a team environment.
- Pleasant and courteous manner.
- Ability to successfully liase with customers to achieve desired outcomes.

Qualifications and Experience

- High level of computer and keyboard skills.
- Experience in Local Government, preferably in the areas of revenue collection and rating.
- Well developed organisational skills.

SELECTION CRITERIA

- Ability to demonstrate a sound knowledge of relevant information technology systems in relation to rates as well as spreadsheets and word processing software.
- Ability to work unsupervised.
- Ability to work as part of a customer service focused team.
- Experience and understanding of integrated databases.
- Relevant experience in either rating, local government or financial environment.