

## Position Description

Position Title	Collections & Property Revenue Officer
Directorate	Corporate Development
Department/Business Unit	Financial Services
Team	Property & Revenue
Classification	Band 5
Date	December 2023

Reports to:	Rates & Revenue Coordinator
Supervises:	None
Internal Liaison:	All Council employees
External Liaison:	Council ratepayers, Public, Council's suppliers, Govt agencies, counterparts in other Councils

### Position Objectives

The Assistant Revenue Officer assists in the delivery of a range of services to the organisation which include but are not limited to:

- To ensure compliance with the relevant Acts, policies, procedures, practices, and systems as they relate to the Property Revenue functions.
- Report, monitor and maintain Council's outstanding rates debts in line with legislative requirements.
- Implement guidelines and procedures as well as educate Council employees on the procedures for the Name and Address Records database.
- Assist with maintaining an accurate rating financial database, daily update of receipt takings and issue Land Information Certificates.
- Provide efficient and effective rates administrative assistance for the Property Revenue section.
- Deliver high levels of customer service and be effective and efficient in its operations.

### Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

Essential

- Certificate III or IV in Accounting related field or equivalent knowledge skills and experience gained through on-the-job training commensurate with the requirements of the position, preferably with:
  - an Accounts Receivable component.
  - thorough knowledge of rating functions and understanding of relevant provisions of the Local Government Act, and other relevant legislative provisions as they relate to the roles and responsibilities of the position; and/or
  - involvement in administrative processing requirements for a property and rating team.
- Demonstrated experience in the property and rating field including experience with computer-based property systems.
- Well-developed written communication skills to prepare routine correspondence and reports.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Police Check
- ☒ satisfactory (and ongoing) Working with Children's Check

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<u>Efficient &amp; effective debt collection</u>	<ul style="list-style-type: none"> <li>• Monitor current and implement new payment arrangements which have been created for the Property &amp; Rating division to ensure Council is meeting legislative requirements.</li> <li>• Create and issue debt collection letters as required.</li> <li>• Assist ratepayers with payment arrangement queries.</li> <li>• Provide advice to the Rates &amp; Revenue Coordinator on all properties proposed for legal action to ensure that legal action is carried out in accordance with legislative requirements.</li> <li>• Ensure regular contact with accounts that have fallen into arrears to offer payment arrangements where applicable.</li> <li>• Assist the Rates &amp; Revenue Coordinator with regular reporting on Council's level of debt and raise any escalations to them.</li> <li>• Provide advice on the development and improvement of current debt collection processes.</li> </ul>
<u>Efficient operations – Property &amp; Rating functions</u>	<ul style="list-style-type: none"> <li>• Assist the Rates Revenue Coordinator with the accurate issue and maintenance of all Rate and Valuation Notices, including interest levied and financial adjustments.</li> <li>• Assist in operating a system for maintaining an accurate rates debtor control in accordance with Statutory Acts and Regulations and Council's resolutions,</li> <li>• Take timely action in accordance with the debt collection policy regarding the collection of outstanding rates as directed by the Property Revenue Coordinator,</li> <li>• Daily update of receipt takings from Council and its agencies and receipting into sub-system and general ledger.</li> <li>• Assist with the day-to-day financial functions of the Property Revenue section as required by the Senior Revenue Officer or Coordinator, including but not limited to processing of pension concession applications, maintaining the rating database with sales and changes, responding to daily enquiries via email and phone.</li> <li>• Register applications and process Land Information Certificates in accordance with statutory requirements and Council's Service Charter. The Land Information Certificates issued accurately and daily.</li> <li>• Productive and effective communication with other staff within the unit, other Finance staff and officers across council as required,</li> <li>• Understand the principles and policies of Access and Equity, Equal Employment Opportunity, and Occupational Health and Safety to maintain a safe and productive work environment.</li> </ul>
<u>Name and Address Records Guidelines and Procedures</u>	<ul style="list-style-type: none"> <li>• Develop a consistent name and address training manual for all users of P&amp;R</li> <li>• Provide dedicated training to all teams within Council</li> <li>• Be a first point of contact for name and address related questions as the new processes are being implemented</li> <li>• Review and implement security standards around user access in P&amp;R</li> <li>• Standardise change of name and address processes within Council to ensure all units are aware of address changes which may impact them.</li> <li>• Oversee the creation of a Name and Address Champion's Team across Council incorporating members from multiple business units</li> </ul>
<u>Customer Service</u>	<ul style="list-style-type: none"> <li>• Promote a positive image of the Council to members of the public through practice and promotion of Council's Access and Equity principles,</li> <li>• Provide timely and accurate information and advice to management and staff regarding rates matters,</li> <li>• Maintain and enhance service delivery to ratepayers and other external customers to required standards,</li> <li>• Assist Customer Service with balancing where necessary and advice to Customer Service staff</li> </ul>
<u>Planning &amp;</u>	<ul style="list-style-type: none"> <li>• Recommend improvements to policies which seek to maximise the efficiency and</li> </ul>

<u>maintenance of systems and procedures</u>	<p>effectiveness of Property Revenue administration,</p> <ul style="list-style-type: none"> <li>• Ensure that all rates debtor information is contained in Council's Property and Rating database and is efficiently and effectively maintained.</li> <li>• Contribute to the review and improvement of Property Revenue policies, procedures, and operating systems to ensure the most up to date service is provided to the ratepayers of City of Greater Dandenong</li> </ul>
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## Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

## REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

## Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

<b>Emergency Management</b>	<ul style="list-style-type: none"> <li>• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required</li> </ul>
<b>Child Safety</b>	<ul style="list-style-type: none"> <li>• Promote positive work practices with children</li> <li>• Establish boundaries around acceptable and unacceptable behaviour in relation to children</li> <li>• Adhere to reporting obligations where there is suspected or discovered child abuse</li> </ul>
<b>Climate Change &amp; Sustainability</b>	<ul style="list-style-type: none"> <li>• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times</li> <li>• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li> <li>• Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li> <li>• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.</li> <li>• At all times, comply with Council's Code of Conduct - Staff.</li> </ul>
<b>Diversity, Inclusion, and Equity</b>	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> <li>○ zero tolerance of racism and expectations that staff will act on incidents of racism</li> <li>○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li> </ul> </li> </ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"> <li>• Prevent and address violence against women and workplace sexual harassment, including by modelling acceptable behaviour, responding decisively to improper conduct, and properly managing initial disclosures</li> </ul>

## Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

## Vision and Hearing Requirements

- ☐ This position requires a vision test
- ☐ This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Frequency (% of the working day)			
	Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Working independently</b> – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Team based work</b> – works in a team of people and not exposed to isolation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Communicating with others</b> – Verbally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> - Written	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Focused Attention to task</b> – high levels of attention required to minimise errors and ensure accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Concentrating</b> – high levels of concentration required while completing required tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Decision making</b> – required to exercise sound decision making while completing all aspects of the position	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Problem solving</b> – requirement to develop sound solutions to novel or unusual problems arising during the course of the day	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Reasoning</b> – required to exercise sound reasoning while completing all aspects of the position within defined scope	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Judgement</b> – required to exercise sound judgement while completing all aspects of the position within defined scope	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Short and long-term memory recall</b> – ready access to documented procedures or precedents to perform requirements of the position	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Emotional resilience</b> – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control (delete/add/edit as applicable to the position)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Interruptions</b> – frequency of interruptions to daily work plans and requirement to change work plans at short notice	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Physical Requirements

- ☒ This position does not require more than 10-15% manual handling/physical exertion
- ☐ A task analysis exists because this position requires more than 10-15% manual handling/physical exertion.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Mobility/Postures</b>					
<b>Sitting</b> – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Standing</b> – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Walking</b> – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Crawling</b> – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Non-manual handling</b>					
<b>Crouch/squat</b> – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kneeling</b> – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Bending</b> – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reaching</b> – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Twisting/trunk rotation</b> – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Fine manipulation/pinch grip</b> – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Power/open hand grip</b> – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Writing/typing</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Climb ladders</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Low level work</b> – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Manual Handling</b>					
<b>Lift/Carry/Hold</b> – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pushing/Pulling</b> – Applying force to move something away or closer to one's self, including static positions		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kilograms of force (kg.f)</b> – Amount of force or effort required to perform a specific task or part of a task		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Weight requirements – lift, carry, push, pull or hold</b>					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

## Accountability and Extent of Authority

The position is directly held responsible for:

- Assist the Rates & Revenue Coordinator with maintaining accurate rating financial data, processing of payment arrangements, following up on rates debtors and timely issuing of Land Information Certificates ensuring compliance with the relevant Acts, policies, procedures, practices, and systems as they relate to the Property Revenue functions,
- Assist and support staff and external agencies in all relevant processes for the recovery of outstanding Rates,
- Contribute to the review and improvement of Property Revenue policies, procedures, and operating systems to ensure the most up to date service is provided to the ratepayers of City of Greater Dandenong,
- Organise work according to predetermined importance and urgency up to at least a week in advance to effectively support the Property Revenue Administrator in completing all necessary Property Revenue functions within planned timelines.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines within the Property Revenue unit, and Financial Services Department, but with scope to exercise discretion in the application of established standards and procedures,
- The effect of decisions and actions are usually limited to those within the Property Revenue Unit, and the tasks associated with clients, or to internal procedures and processes.

## Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

### Independently:

- Carry out Property Revenue administration tasks in accordance with Council timetables,
- Evaluate and make improvements to routine rates administration and reporting procedures,
- Liaise regularly with Council ratepayers and the public and take appropriate action towards their payment of council rates.

### With Input from and Recommends to Manager Business & Revitalisation

- Assist in the development of the Property Revenue Unit's business plans,
- Assist in the implementation of the new processes for rates administration, particularly those involving new systems.

### Guidance

- Guidance and advice are always available from the Property Revenue Coordinator within the time available to make a choice.

## Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- An understanding of and ability to maximise the use of available technologies and systems to improve productivity and efficiency within the Property Revenue unit along with demonstrated ability to embrace new technology and processes and discuss and resolve basic issues with counterparts in other council units,
- An understanding of the function of the role within the Finance Department, including relevant policies, regulations, and precedents as well as an understanding of the goals of the Property Revenue unit and an appreciation of how this contributes to the goals of the wider organisation,
- Proficiency in the application of standardised procedures, practices, relevant Acts and Regulations and an understanding of relevant precedents and previous decisions relevant to Property Revenue.

## Management and Interpersonal skills

The essential position requirements include:

- Manage time, plan, and organise work at least one week ahead to meet a range of predetermined priorities in service delivery to external customers whilst attending to council's internal reporting and service requirements,
- Communicating effectively with other staff and areas of council to ensure that information is collected on a timely basis and relevant staff are trained in Property Revenue matters,
- Demonstrated ability to gain the cooperation and assistance of clients, members of the public and other employees in the administration of well-defined Property Revenue activities and in the training of other employees in such where applicable,
- The incumbent is required to utilise well-developed written communication skills to prepare routine correspondence and reports if required.

## **Verification & Approvals**

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	<b>Name</b>	<b>Signature</b>	<b>Date</b>
<b>Prepared by</b>	Sally Wright		November 2023
<b>Manager</b>	Kirsten Geri		November 2023
<b>Director</b>	Michelle Hansen		November 2023
<b>Occupant</b>			

### Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Ensures a wide range of views and opinions are encouraged and valued
- Builds strong and trusting relationships with team members and across the directorate
- Seeks to achieve outcomes that are beneficial to all stakeholders
- Demonstrates high levels of integrity and teamwork in all relationships

### Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Ensures that team members are able to see the connections between the work of the team and the broader organisational context
- Actively engages team members in the development of realistic plans to deliver work unit priorities
- Allocates work unit resources to achieve desired results
- Takes corrective action as required when concerns have been identified

### People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Encourages people to undertake ongoing professional and personal development
- Uses reflection as a key tool for ongoing development and organisational improvement
- Uses transformational leadership practices to engage and grow the capabilities of team members
- Regularly gives and receives constructive feedback
- Communicates with staff in a positive and proactive manner

### Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Monitors the broader environment to understand the impact of emerging trends on the work of the team
- Identifies changes to systems and processes that will lead to the effective implementation of organisational change initiatives
- Encourages others to recognise and value the inevitability of change in organisations
- Assists the team to adapt to a constantly changing environment by communicating change information honestly, empathetically and in a timely manner

### Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Creates opportunities for people to come together to creatively address issues facing the team and the clients they serve
- Sets short-term goals with the team for the team to achieve agreed objectives
- Tracks progress against job expectations and makes adjustments as required
- Sets challenging goals that will deliver superior results

### Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Demonstrates commitment to quality client/customer service
- Maintains regular customer communication to ensure mutual expectations are clear
- Responds appropriately to client/customer requests and/or complaints



### Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within her/his control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

### Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Aligns team/unit work plans with Council's vision and objectives for employee safety, health and wellbeing
- Allocates adequate resources to achieve safety, health and wellbeing initiatives and objectives
- Monitors departmental performance indicators for the continuous improvement of safety, health and wellbeing practices and culture

## Council's REACH Values

### Respectful

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

### Creative

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

### Engaged

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

### Honest

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.

### Accountable

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

