

## Position Description

Position Title	Senior Property Revenue Officer
Directorate	Corporate Development
Department/Business Unit	Financial Services
Team	Property & Revenue
Classification	Band 6
Date	June 2025
Reports to:	Rates & Revenue Coordinator
Supervises:	Nil
Internal Liaison:	All Council employees
External Liaison:	Council ratepayers, general public, Council's suppliers, Government agencies, counterparts in other Councils

### Position Objectives

Your primary purpose in this position is to:

- To ensure compliance with the relevant Acts, policies, procedures, practices and systems as they relate to the Property Revenue functions.
- Maintain an accurate rating financial data base, perform end of month processing, daily update of receipt takings, rates debt recovery and collection, assist with hardship applications, monthly and annual reporting, assist supplementary valuation processes (property and waste changes), and issuance Land Information Certificates.
- Provide efficient and effective rates administrative assistance to the Property Revenue team including handing of escalations.
- 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

- 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, Valuations of Land Act, Privacy Act, Fire Services Property Amendment (Emergency Services and Volunteers Fund) Act, and other relevant legislative provisions as they relate to the roles and responsibilities of the position; and/or
- Involvement in processes processing administrative requirements for a property and rating team.
- Demonstrated experience in property related charges, supplementary valuations, reporting and data analysis, debt recovery and administration including experience with computer 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) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<b>Resource Management and Staff</b>	<ul style="list-style-type: none"> <li>• Directly manage your own resources and activities in providing best practice property and rating services to the organisation and our customers.</li> <li>• Maintain and coordinate regular and relevant communications with all team members and stakeholders on organisational matters, property and rating requirements and other issues likely to impact the Property &amp; Revenue work environment and the organisation.</li> <li>• Provide timely and accurate information and reports and advice to management and staff regarding financial and administrative matters including the handling of escalations as a first point of contact.</li> <li>• *Act as the Rates and Revenue Coordinator as required and if available.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Ensure procedures, processes, systems, structures, and mechanisms of the Property &amp; Revenue unit's activities are followed to deliver high quality customer service.</li> <li>• Respond to internal and external customers, both verbally and in writing, in a courteous, professional, and timely manner, including aiding with the Corporate Services Directorate as required.</li> <li>• Assist Customer Service with balancing where necessary and advice to Customer Service staff</li> </ul>
<b>Financial Data Base</b>	<ul style="list-style-type: none"> <li>• Operate a system for maintaining an accurate rating financial data base in accordance with Statutory Acts and Regulations and Council's resolutions.</li> <li>• Process data to ensure the accurate and timely billing of all property related charges levied by Council.</li> <li>• Review pre-commit data, process attributes and charges and issue letters for supplementary valuations (rates and waste)</li> <li>• Assist Council's Property Revenue Coordinator to ensure the proper collection and processing of rate debtors.</li> <li>• Process journal adjustments relating to: <ul style="list-style-type: none"> <li>○ Annual rates/charges</li> <li>○ Supplementary rates/charges.</li> <li>○ Pension Rebates (including but not limited to annual validation)</li> <li>○ Interest</li> <li>○ Cash transfers</li> </ul> </li> <li>• Periodically update interest on overdue rates/charges, in accordance with the provisions of the Local Government Act.</li> <li>• Reconcile and report rating/general ledgers and other financial statistical information on a monthly basis.</li> <li>• Assist the Property Revenue Coordinator update rate accounting files at the end of each financial year and prepare year end reports/archiving (as directed).</li> </ul>
<b>Administrative Assistance</b>	<ul style="list-style-type: none"> <li>• Authorise and monitor timely processing of Land Information certificates along with registration of certificates on records database.</li> <li>• Process and monitor the electronic download and reconciliation of daily rate receipts via payment agencies.</li> <li>• Facilitate the payment of Emergency Service Volunteer Fund levy for council owned properties.</li> <li>• Administer the weekly rate statement printing and delivery with external printers or inhouse operations.</li> <li>• Assist with the review and delivery of hardship applications for the Property and Revenue team.</li> <li>• Assist Property Revenue Administration Officers with the preparation of pension remission claims and annual verification for lodgement with the</li> </ul>

	<ul style="list-style-type: none"> <li>Department of Families, Fairness and Housing.</li> <li>Assist Property Revenue Administration Officers by providing information on routine administration matters relating to the rating and valuations records.</li> <li>Respond to general correspondence as required.</li> </ul>
<b>Planning, maintenance of systems and procedures</b>	<ul style="list-style-type: none"> <li>Recommend improvements to policies which seek to maximise the efficiency and effectiveness of Property Revenue processes.</li> <li>Ensure that all property revenue information is contained in Council's Technology One – Property &amp; Rating database and is efficiently and effectively maintained.</li> </ul>

## 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>Occupational Health and Safety</b>	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> <li>Take reasonable care of their own health and safety.</li> <li>Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves.</li> <li>Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace.</li> <li>Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures.</li> <li>Participate in health and safety training programs and initiatives.</li> </ul>
<b>Child Safety</b>	<ul style="list-style-type: none"> <li>Understand obligations and act in an appropriate manner with and around children</li> <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>Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.</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.

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

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<b>Working independently</b> – <i>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</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Team based work</b> – <i>works in a team of people and not exposed to isolation</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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> – <i>high levels of attention required to minimise errors and ensure accuracy</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Concentrating</b> – <i>high levels of concentration required while completing required tasks</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Decision making</b> – <i>required to exercise sound decision making while completing all aspects of the position</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Problem solving</b> – <i>requirement to develop sound solutions to novel or unusual problems arising during the course of the day</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Reasoning</b> – <i>required to exercise sound reasoning while completing all aspects of the position within defined scope</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Judgement</b> – <i>required to exercise sound judgement while completing all aspects of the position within defined scope</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<b>Short and long-term memory recall</b> – ready access to documented procedures or precedents to perform requirements of the position					
<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		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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% (on average) daily work rate of manual handling/physical exertion.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling – 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"/>
Non-manual handling					
Crouch/squat – 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"/>
Kneeling – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – 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"/>
Reaching – Extending arms out in any direction		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<b>Climb or descend stairs</b>		<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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"/>

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

### 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:

- Manage resources or have a formal input into policy development within their area of expertise and/or management where the freedom to act is governed by clear objectives and / or budgets with a regular reporting mechanism to ensure adherence to goals and objectives.
- Provide specialist advice to clients or to regulate clients, where the freedom to act subject to regulations and policies under regular supervision.

### Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Improving and/or developing methods and techniques generally based on previous experience, theory or precedent.
- Problem solving with the application of the appropriate techniques to new situations. Guidance and advice are available from senior team members.

### Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Require an understanding of the long-term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.
- Require proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices.
- Require a familiarity with relevant budgeting techniques.

## Management and Interpersonal Skills

The essential position requirements include:

- Managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- The position requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employee's development
- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.
- Must be able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

## Verification & Approvals

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

	Name	Signature	Date
Occupant			

# Appendix

## Core Capability Framework – Team Member

### 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.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

### 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.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

### 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.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

### 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

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

### 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

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

### Service focus

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

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

### 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 their 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

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

## 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.

