

# Nillumbik Shire Council Position Description

## Our Vision, Values and Customer First Commitments

The way we work together and provide services to the Nillumbik community is guided by a culture reflected in Nillumbik's vision and values. All employees are expected to embrace our vision and make a genuine commitment and contribution to the organisation's values and customer first commitments. Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace.

Community is at the heart of the Shire of Nillumbik. We work to keep our community engaged, connected, active and supported in a healthy, safe and sustainable environment. The Community Vision – Nillumbik 2040 captures the essence of what is most valued about our community and our Shire. Our Vision is centred on the themes of: Our People, Our Place, Our Future and Our Council.

## Nillumbik's values

|               |   |
|---------------|---|
| Respect       |    |
| Integrity     |    |
| Collaboration |    |
| Adaptability  |  |
| Community     |  |

### Our Customer First Commitments

1. Empathetic
2. Consistent
3. Effective
4. Simple



Our Customer First Commitments represent our efforts, thinking and aspirations to deliver a great experience to our customers both internally and externally.

| Our Customer First Commitments | What this means to us  |
|--------------------------------|--|
| Empathy                        | We listen, understand and respect our customers                            |
| Consistent                     | We provide accurate, timely and transparent information                    |
| Effective                      | We focus on quality processes and outcomes                                 |
| Simple                         | Our processes, documentation and information are easy to obtain and follow |

## Nillumbik Shire Council Position Description

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|--|--|
| <b>Position Title:</b>                       | Revenue Administration Officer                             |
| <b>Position Number:</b>                      | 0253   |
| <b>Classification:</b>                       | Band 5   |
| <b>Tenure:</b>                               | Temporary for 6 months – part-time or full-time considered |
| <b>Directorate:</b>                          | Operations   |
| <b>Department and Unit:</b>                  | Finance, Procurement and Assets                            |
| <b>Reports To :</b>                          | Rates and Valuations Lead                                  |
| <b>PD Approved by:</b>                       | Manager Finance, Procurement and Assets                    |
| <b>Date approved by Manager or Director:</b> | February 2024  |
| <b>Date approved by HR:</b>                  | March 2024   |

### 1. Position Purpose

This position sits within the Finance department which is responsible for delivering strategic resource planning, management accounting, financial accounting, rates and valuations, payroll, budgeting and reporting services.

The Rates and Valuations Unit consists of three key business areas that provide the organisation with the maintenance and administration of all computerized property data, the generation and collection of Council's rateable property revenue and is responsible for managing Council's operational relationship with the Valuer-General Victoria.

The position operates within a legislative framework and is responsible for the day to day tasks within the Revenue Services Team. These tasks extend to customer service queries, reporting and working within the extended Finance department.

There will be requests made on an ad hoc basis to take on tasks as and when required within the Rates Team and the Finance Department.

### 2. Position Objectives

The position's primary objectives include:

- Assisting the Rates and Valuations Lead to ensure that Council's rate revenue is raised and collected in a timely and accurate manner.
- Administration of including but not limited to Council's special charge schemes, debt recovery processes, sundry debtor services and direct debit processes.
- Maintenance of the rating and property database through ensuring accurate and up-to-date information.
- Provide high quality customer service and support for the Finance department with a commitment to continuous improvement.

### 3. Key Result Areas

#### 3.1 Revenue Services

- Assist in the duties associated with the preparation and issue of all the rates and charges notices.
- Maintain all rates and property data to ensure its accuracy across database and information management system.
- Assist in the processing of Council's supplementary valuations.

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- Administration of Council's special charge schemes, debt recovery processes and sundry debtor system and direct debit system.
- Process pensioner rebate applications.
- Issue of Land Information Certificates.
- Assist with the preparation of the electoral lists/rolls.
- Assist the Valuer with administration duties.
- Update waste management charges (including processing rubbish bin requests).
- Process divisions.
- Maintain ePathway registrations.
- Process ownership requests for fencing.
- Other duties as requested (including, but not limited to: refund requests, returned mail, duplicate notices, eNotice registrations, journals).

### **3.2 Provide Project Support**

- Provide administrative support and assistance to the department/unit as required.
- Contribute to, liaise and participate with the department/unit and other Council staff as required.
- Coordinate the process mapping of department/unit processes.

### **3.3 Continuous improvement**

- Encourage an environment where innovation, continuous improvement and achievement are emphasised and rewarded.
- Continually strive for innovative approaches to the role, and identify systems and programs that will support smart and efficient business operations.
- Promote and encourage flexibility and efficient collaboration throughout the organisation by supporting and addressing or referring opportunities and challenges facing the organisation.
- Contribute to the development and review of procedures to ensure continuous improvement and support implementation as required.

### **3.4 Customer service and relationships**

- Ensure that Council's objective of customer service excellence is reflected in day to day operations by providing responsive, timely and high quality follow-up to enquiries, service requests and complaints from all customers.
- Establish working relationships that support a collaborative working environment.
- Fosters and builds relationships at all levels throughout the organisation.
- Contribute to a positive workplace by communicating with and respecting colleagues and participating in team meetings, workshops and events.
- Prepare written responses to ratepayers' requests for review.
- Attend to telephone and counter enquires.
- Assist with general office duties as required.

### **3.5 People, culture, safety, health and wellbeing**

- Demonstrate organisational values and actions that align with the organisation's expectations and vision.

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- Ensure compliance with Council policies, procedures and legislative requirements in the areas of human resources, occupational health and safety, equal opportunity, anti-discrimination and other industrial instruments.
- Create, maintain and foster a safe work environment at all times and perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.
- Respond in the event of a disaster as per assigned key duties and responsibilities documented in Council's Emergency Management arrangements and Business Continuity Plan.

### **3.6 Legal Compliance**

- Maintains an awareness of and adheres to relevant Acts, Regulations, Council policies and procedures relevant to the duties undertaken, including:
  - Equal Employment Opportunity, supporting equity and fairness
  - Occupational Health and Safety, supporting a safe workplace
  - Risk Management, reducing the opportunity for fraud
  - Emergency Management, Business Continuity to support ongoing service delivery
  - Privacy, Confidentiality and Conflict of Interest maintaining the integrity of Council

## **4 Job Characteristics**

### **4.1 Accountability and extent of authority**

- Provide services that are responsive, relevant and accessible to all clients.
- Provide excellent customer service to Council's external customers and internal clients by meeting these customers' information needs.
- The duties undertaken by this position generally fall within clear guidelines subject to close supervision.

### **4.2 Judgement and decision making**

- Make judgement using documented and well-defined objectives of the position and the application of knowledge acquired through relevant experience.
- Ability to make decisions that relate to rates, revenue and collections subject to review from Rates and Valuations Lead or Finance Manager.
- This position may involve problem solving using application of professional knowledge and experience.
- Problems encountered in this position may be complex in nature and may require some creativity to resolve.
- Guidance and advice is available from the Rates and Valuations Lead or Finance Manager within time to make a choice.

### **4.3 Qualifications**

- A post-secondary qualification in Finance or similar; or demonstrated experience in a similar role.

### **4.4 Experience**

- Knowledge of computerised property information systems and other database management systems.

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- Demonstrated ability to work in a team environment.
- Demonstrated experience a collections function.
- Experience in providing project support in a team environment.

### 4.5 Specialist Skills and Knowledge

- Developed knowledge of Pathway.
- Developed understanding of Local Government, its objectives and issues affecting it.
- An understanding of the function of the position within its unit and organisation, including relevant policies, regulations and precedents.
- Proficient in the application of standardised procedures and practices, Acts and regulations relating to the role and unit.
- Demonstrated commitment to and appreciation of the environmental values of the Shire.

### 4.6 Management Skills

- Ability to manage, plan and organise own work to deliver within resources and agreed timelines.
- Ability to follow direction and priorities set by supervisor.

### 4.7 Interpersonal Skills

- Highly developed oral and written communication skills and excellent interpersonal skills.
- Ability to discuss and resolve problems.
- Skills in written communication and the ability to prepare routine correspondence and reports as required.
- Ability to work with minimal supervision, and to show initiative and effectiveness.
- Proven ability to gain cooperation and assistance in the administration of rates, revenue and collection activities.

## 5. Physical Requirements

|                   |  |
|-------------------|--|
| Posture           | <ul style="list-style-type: none"><li>• Driving a vehicle to other locations, as required</li><li>• Sitting at desk for periods of time</li><li>• Standing and bending</li><li>• Walking on uneven surfaces</li></ul>          |
| Upper Limb / Body | <ul style="list-style-type: none"><li>• Lifting and lowering materials, e.g. getting materials from shelves, putting material in and out of a vehicle</li><li>• Pushing, pulling and lifting, e.g. lifting materials</li></ul> |
| Trunk             | <ul style="list-style-type: none"><li>• Some twisting, e.g. movement while seated at desk</li><li>• Carrying items, e.g. reams of paper</li></ul>  |
| Work Environment  | <ul style="list-style-type: none"><li>• Indoor, at desk</li><li>• Wearing required uniform</li></ul>   |
| Weights           | <ul style="list-style-type: none"><li>• Lifting and pushing heavy items, e.g. reams of copy paper</li></ul>  |
| Other             | <ul style="list-style-type: none"><li>• Interacting with internal and external customers</li></ul>   |

## 6. Key Selection Criteria

- A post-secondary qualification in Finance or similar; or demonstrated experience in a similar role.
- Demonstrated experience in providing rates, revenue and collection functions.

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- Demonstrated experience in computerised property information systems and other database management systems.
- Highly developed oral and written communication skills and excellent interpersonal skills.
- Proven ability to promote a strong customer service oriented culture.
- Ability to deal with internal and external customers both over the phone and in person in a professional and consistent manner.
- Demonstrates behaviours in line with Council's Values with working with others including colleagues and the community – Respect, Integrity, Collaboration, Adaptability, Community.

### 7. Other relevant information

- This position requires a pre-employment police check. This check will be organised by Nillumbik Shire Council as part of the recruitment process. Permission will be sought prior to this check being undertaken.
- This position requires a pre-existing injury and medical declaration form. This form will be provided to you for completion by Nillumbik Shire Council as part of the recruitment process.
- Nillumbik Shire Council is committed to providing a safe and healthy workplace and supports its staff to receive the COVID-19 vaccination.

### 8. Recruitment information

Nillumbik Shire Council is committed to equal employment opportunity and encourages applications from people with disability, First Nations people and gender diverse people. Applicants will be considered based on merit as per relevant skills, qualifications, and experience. We are committed to providing a safe working environment that embraces and values child safety, diversity and inclusion. Nillumbik Shire Council prides itself on being a child safe organisation and has zero tolerance for child abuse.

Applicants must have, and provide proof of, the legal right to work in Australia.

The successful applicant will be required to sign a copy of the Position Description to state that they have read and understood and agree to all requirements.

### 9. Application information

To obtain any additional information regarding this position, please contact **Kim Murphy**, Rates and Valuations Lead, on **(03) 9433 3296**. Applications can be submitted online at [Nillumbik Website](#) until **10pm (AEDT), Monday 6 May 2024**. Apply now - we will be shortlisting as we receive applications and may close the advert early if the position is filled before the closing date.

Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace. With one in five Australians identifying as having a disability, Council is committed to providing the best possible experience for everyone, regardless of their ability. If you need any support or reasonable adjustments at any stage during the recruitment process, please contact Human Resources at [hmail@nillumbik.vic.gov.au](mailto:hmail@nillumbik.vic.gov.au).