

## Position Description

<b>Position Title</b>	<b>Finance Officer – Revenue</b>
Position Code	CORP046
Department	Corporate Services
Division	Financial Services
Reports To	Chief Financial Officer
Direct Reports:	Nil
Position Classification	Administrative/ Technical/ Trades Band 2, Level 1-2
Position Status	Permanent, Full-time
Allowances	Nil

### REPORTING STRUCTURE OF POSITION

Chief Financial Officer						
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Financial Accountant	Accounts Officer	Finance Officer - Creditors	Finance Officer - Debtors	Water Officer	Rating Officer	Finance Officer – Revenue

### PRIMARY PURPOSE OF THE POSITION

The aim of this position is as part of Council’s Finance / Revenue team to undertake the duties in the following areas:

- Rates - the timely and accurate preparation of the rates levy, supplementary levies, debt recovery and monthly financial management reports. Maintain information confidentiality and maximise Council’s rate revenue source by providing daily property and rating, special rates and charges, Land Information Certificate and property valuations services to Council clients in a timely, efficient and accurate manner.
- Water Billing - ensure overall integrity of meter reading data obtained via the billing system and the electronic meter reading system and responsible for the upload and download of that data via the billing system. Identifying and rectifying meter related billing and other exceptions to ensure accurate and timely billing.
- Payroll

<i>Areas of Delivery</i>	<i>Est. % of time spent</i>
<i>As part of the Finance Team, undertake Council’s Rating processes.</i>	<i>25%</i>
<i>As part of the Finance Team, undertake Council’s Water Billing processes.</i>	<i>55%</i>
<i>As part of the Payroll Team, undertake Council’s Payroll processes following practices and direction from the HR, Payroll and Injury Management Officer</i>	<i>15%</i>



<i>Council projects as required</i>	5%
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## **POSITION RESPONSIBILITIES**

### **Rates Operations**

- Undertake the rating procedures from start to end
- Provide customer service on all Council rates-related enquiries, in person and online, with high levels of discretion, confidentiality, judgement and professionalism. Supporting in the upskilling and ‘front line’ response to basic rates enquiries in the Business Support Team;
- Assess and process pensioner applications and annual audit of pensioner rebates. Preparation of annual pensioner subsidy claim for the Office of Local Government (and supporting documentation for auditors) for reimbursement to Council;
- Manage and monitor direct debit payment method of rates, and assist and advise ratepayers on deduction amounts including negotiation with ratepayers in relation to repayment arrangements, exercising judgement and empathy;
- Undertake sales transfer notifications, and liaise with solicitors regarding settlement figures maintaining strong partnerships with all external agencies, and responsive service;
- Check and sign 603 Certificates and Water Meter Reading Certificates;
- Reconciliation of rates ledger accounts for trial balance sign off.
- Assist with the development of a Rates Manual;

### **Water Billing Administration**

- Assisting, as required, in the acceptance of payment for the various services and goods provided by Council, including daily reconciliation of monies received, as required, high levels of customer service in person and telephone enquiries and ensuring all correspondence in relation to rates and water accounts and billing, are dealt with promptly in an efficient and courteous manner;
- Providing high levels of customer service on all water billing, rates and Council related enquiries, in person and online with high levels of discretion, confidentiality, judgement and professionalism. Supporting in the upskilling and ‘front line’ response to basic rates enquiries in the Business Support Team;
- Co-ordinating & processing the water billing/ meter reading including management of the integrity and quality of the data, ensuring meter readers & downloads are correct and rectifying any errors to ensure accurate billing on a quarterly basis. Continual recording of maintenance of meters, including the coordination of transferring & replacing meters when necessary. Creating and downloading meter reading run information and entering into the water billing system, and adhoc meter reading data entry and integrity;

- Generating Section 603 Certificates and Water Certificates, including special meter readings for property sales, ensuring compliance with our Records Management Policy and regular archiving of historical information at the Depot;
- Processing and updating all levies required, including end of year tariffs and charges, entering Masterfile details into the system & ensuring accuracy of details in water billing system;
- Negotiating water repayment arrangements with rate payers and undertaking debt recovery procedures, including the issuing of Final Notices, Restriction Notices and Restriction of Meters to recoup outstanding funds, including managing the recovery of water account debts, including the issuing of Final Notices, Restriction Notices and Restriction of Meters;
- Undertake ledger reconciliations, as required;
- Completing required correspondence relating to meter reading requests, letters and reports to all stakeholders;
- Undertake development of a Water Billing Manual

## **Payroll**

- Assist HR/ Injury Management Officer in all administrative and processing functions associated with Council's payroll system when required to ensure the accurate and timely payment of salaries and wages including all entitlements and deductions; in the following areas:
  - Preparation of timesheets and cost codes/ allocation
  - Preparation of all calculations for pay adjustments, Long Service Leave, Annual Leave, Sick Leave,
  - Pro-rata payments of such, backdated pay entitlements and termination payments ensuring
  - Preparation of monthly contributions' returns and payments of all Superannuation Funds within legislative timeframes
  - Ensure the timely remittance and notification of 'Withholding Tax Payments'
  - Accurately maintain Council's personnel records for all employees in relation to all leave
  - Work history, remuneration and personal details including up to date next of kin details as well as the responsible officer for all hard copy personnel files;
  - Ensure the accurate and timely completion of employee PAYG Statements and associated reporting
  - Maintain Council's HR Management System (Authority/Civica) personnel records ensuring all leave entitlements (including the allocation of Special Leave and Study Leave) are recorded accurately including the management of the online leave applications and forms
  - Prepare HR Metric Reports monthly as required for Manex and Managers. This includes: Annual leave, long service leave and absenteeism liability reporting; and assisting with FBT reporting when required.
  - When acting as the Payroll contact for Council staff, respond to enquiries regarding salary, Award interpretation, superannuation and salary packaging queries in a timely manner
  - Manage the application of parental leave payments in conjunction with

Centrelink entitlements, deductions/payments of Union fees from payroll; first aid and other related Award entitlements and/or allowances are applied consistently

- Provide expert assistance to the Chief Financial Officer and the Manager People and Strategy with the formulation of the Annual Budget in relation to salary, staffing levels and superannuation data;
- Provide information as required by Auditors as per Council's legislative requirements;
- Undertake any legal advice re: garnishee of wages, as directed;
- Provide high quality monthly and ad hoc reporting on all matters related to the function and undertake continuous improvement initiatives to ensure high quality business decisions and directions are taken in this area


## Organisation – Operations

- Ensure compliance with the WHS Act 2011 and its regulations, including:
  - Report any injury, damage, unsafe condition or hazard to the immediate supervisor, or an appropriate person;
  - Wear protective clothing or equipment in the manner intended (if required);
  - Take reasonable care for the health and safety of all persons who are at their place of work;
  - Ensure that all employees and contractors under their direction or control receive adequate instruction for the safe and efficient performance of their duties;
  - Correct unsafe and/or unhealthy practices or conditions in areas under the control of the position to the full extent of the position's authority or refer to relevant Supervisor, Manager, or Manager People and Strategy;
  - Cooperate with the supervisor in the measures taken to ensure Work Health and Safety;
  - Undertake prompt and direct reporting of all WHS related matters through Council's online system or via phone call to Supervisor within reporting timelines.
- Participate fully in prompt investigation of all serious or potentially serious accidents which result in, or could have resulted in either injury to persons or damage to property, or human resource implications so that remedial action may be affected promptly;
- Work cooperatively in a team environment and provide support and/or technical advice as required across other areas of Council;
- Assess and improve work practices and procedures on a continuous basis to achieve Council's goals;
- Comply with all Council's policies and procedures and Code of Conduct;
- Complete other duties as directed by the nominated Supervisor;
- Undertake other relevant duties as directed which are consistent with the employee's skill, competence and training.

## KEY RELATIONSHIPS

Who	Why
Internal	
Chief Financial Officer	Supervisor
Financial Accountant	Support and Guidance as required
Director of Corporate Services	Providing reports, knowledge, guidance and support for the rating functions of Council
Grants Officer	Support and Guidance as required
Rating / Project Officer	Support and Guidance as required
Water Billing Officer	Support and Guidance as required
Planning and Growth Department	Subdivision & street numbering enquiries. Garbage, occupation certificates. Maintaining property module. Ensuring mapping and attributes are assigned correctly. Data capture.
Engineering Department	Rural addressing enquiries. Data capture plus Grant Information as required
Project Management Office	Grant Information as required
Business Support Officer	Provide information and support for rate payers and inform WB Officer of decisions made in their absence
Manager People and Strategy	Support and Guidance as required
HR/ Injury Management Officer	Support and Guidance as required
People and Strategy team	HR/ WHS investigations, advice, payroll and training
External	
Solicitors and Conveyancers	Property related matters, enquiries and figures for settlement
Mailing house	Design & production of water, rates and instalment notices. Facilitate transition to electronic notices and record maintenance.
Collection Agency	Account for recovery of rates, water & sundry debts
Members of the community	Enquiries related to levies & payments

**POSITION CAPABILITIES**

<b>LGNSW Capability Framework</b>		
<b>Capability Group</b>	<b>Capability Name</b>	<b>Level Required</b>
 Personal Attributes	Manages Self	Adept
	Displays Resilience and Adaptability	Adept
	Act with Integrity	Advanced
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Works Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Plan and prioritise	Adept
	Think and solve problems	Adept
	Create and Innovate	Adept
	Deliver Results	Adept
 Resources	Finance	Advanced
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Intermediate
 Workforce Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

## PERSON SPECIFICATION

### Essential

- Willingness and ability to undertake Certificate level training in related functions;
- Highly developed written and verbal communication skills with the ability to effectively communicate with people at all levels;
- The ability to exercise initiatives, sound judgement and confidentiality;
- Established conflict resolution and public relation skills;
- Highly developed customer service skills including demonstrated experience providing over the phone and face to face service;
- Proven ability to participate effectively as a team member;
- Able to work with minimum supervision using judgement and initiative;
- Developed computer skills with experience using Microsoft Office;
- Class C (Standard) Drivers Licence.

### Desirable

- Certificate III in Accounting or Office Administration or equivalent;
- Intermediate to Advanced level Excel skills;
- Knowledge of the rating provisions of the Local Government Act;
- Previous Local Government experience;
- Previous experience using Geographical Information Systems (GIS) programs.

### Authority and Accountability

- Worker level responsibilities in regards to WHS legislation;
- Financial delegation as per Council's delegation register;
- Determine categorisation of rateable land;
- Sign 603 certificates on behalf of Council;
- Approve or deny applications for pensioner rebate deduction.

## EQUIPMENT REQUIRED FOR THE POSITION

- Computer and relevant software.



## ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviors are expected at Forbes Shire Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Forbes Shire Council from time to time as necessary.

Employee's Signature:	Date:
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HR USE ONLY	
Does this position require a Working with Children Check?	Yes / No
Does this position require the incumbent to undergo a criminal reference check	Yes / No
Does this position have a Financial Delegation	Yes / No Level:
Does this position require the incumbent to possess a specific license or qualification	Yes / No