

POSITION TITLE:	Coordinator Rates and Revenue
POSITION NUMBER:	10724
AWARD:	Queensland Local Government Industry (Stream A) Award – State 2017
AWARD CLASSIFICATION:	7
REPORTS TO:	Provisions of appointment pay level and progression to be in accordance with the applicable award
DEPARTMENT:	Manager Finance Corporate Services

ABOUT US

Our vision

A progressive region creating opportunities for all.

Our mission

We are a council committed to continuous improvement, a sustainable future and efficient investment in our communities.

Our values

- Respect and integrity.
- Accountability and transparency.
- Providing value.
- Commitment and teamwork.

OBJECTIVE OF THIS ROLE

The Coordinator Rates and Revenue is a leadership position overseeing council's accounts receivable, revenue and rating functions and leading a high performing team to deliver exceptional customer service to our rate payers. The position is a strategic partner with the Manager Finance to drive the development and strength of these critical revenue raising functions and is responsible for the integrity of council's rate book and associated processes.

KEY RESPONSIBILITIES IN THIS ROLE

- 1. Coordinate the efficient functioning of Council's rates and accounts receivable function:** Ensure the efficient functioning of council's rates and accounts receivable function in line with statutory requirements and council's customer service framework.
- 2. Leadership:** Responsibility for leading, developing and supporting all employees within the rates and accounts receivable teams to deliver service excellence in accordance with council's customer service framework.

3. **Internal control:** Implement and monitor effective internal controls within the rates and accounts receivable function to provide appropriate financial governance for council.
4. **Systems:** Responsibility for leading initiatives and efforts to develop and improve the functionality of council's property and rating module.
5. **Procedure Development:** Oversee the development and implementation of procedures and guidelines that support the levying and collection of rates and accounts receivable revenue.
6. **Budget:** Undertake modelling and analysis of rate revenue as part of the annual budget development process.
7. **Financial Accounting:** Responsibility for the efficient functioning of the reporting of revenue levying and collections in line with statutory requirements.
8. **Reporting:** Co-ordinate the development of relevant reports and analysis that meet the needs of both internal and external customers.

Additionally, this position may be required to conduct other duties as lawfully directed by the reporting manager.

ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

Mandatory:

- Demonstrated understanding of local government legislation in relation to rating systems.
- Substantial experience in local government rating systems.
- High level knowledge of Microsoft Office Suite.

Desirable:

- Experience using Technology One onecouncil Property and Rating module.
- Demonstrated experience in a similar role.

QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

Mandatory:

- Minimum of Queensland C class provisional driver's license.

KEY SELECTION CRITERIA

1. Demonstrated high level of experience in a similar role and the levying of rates and charges, including water charges, including the interpretation and application of Local Government Acts and Regulation.
2. Demonstrated experience in managing external customer enquiries as part of a Customer Request Management System.
3. Demonstrated experience in administering debt recovery and management practices.
4. Experience in the Technology One's onecouncil property and rating system.
5. High level knowledge of Microsoft Office Suite, particularly Excel.
6. Demonstrated ability to provide analysis and modelling for financial reports and budgets.
7. Ability to lead and develop a high performing, client focused team.
8. Highly developed written and oral communication skills with the ability to convey complex information to a broad range of stakeholders and influence outcomes.

9. Effective time management, task prioritisation and organisation skills with the ability to meet stringent and competing timelines and drive projects to completion.
10. Demonstrated ability to manage up, identify potential issues, problem solve and remain outcomes focused.

CORPORATE REQUIREMENTS YOU MUST MEET

1. Commitment to council's vision, mission and values.
2. Compliance with council's code of conduct.
3. Adherence to all relevant council policies and procedures, certified agreement, your contract of employment and relevant legislation, including the *Local Government Act, 2009* and *Work Health and Safety Act, 2011*.
4. Commitment and adherence to council's customer service charter.
5. Compliance with all relevant and necessary pre-employment checks required for this role.
6. Commitment to council's corporate plan.
7. Commitment to equal employment opportunity, diversity and merit principles.
8. Commitment to ensuring a workplace free from bullying, harassment and discrimination.
9. Efficient and effective utilisation of resources as allocated under the level of responsibility for the position.
10. Commitment to change management.

ELIGIBILITY AND PRE-EMPLOYMENT CHECKS

To be appointed to a permanent position, you must be an Australian citizen, or have permanent residency status, or a visa permitting you to work in Australia permanently. If you have a visa permitting you to work temporarily in Australia, you may be appointed to a temporary or casual position, providing the work complies with the conditions of your visa.

The pre-employment checks relevant to this position include:

- Right to work in Australia.
- Medical assessment including drug & alcohol testing.
- Qualification check.
- Criminal history check.
- Reference checks.

CORE COMPETENCIES WE NEED FROM YOU

Competency	Definition	Level
Delivering Results	Having the ability to set objectives for yourself and others, taking a forward looking perspective, and delivering successful outcomes within agreed parameters.	4
Communication	Identifying and using appropriate communication styles and methods, taking into consideration the audience and the desired outcome. Building and maintaining effective working relationships with key stakeholders, both internal and external.	4
Initiative and innovation	Anticipating situations and problems, finding appropriate solutions, grasping opportunities for improvements and taking	3

	ownership for continuous improvement that goes above and beyond the call of duty.	
Flexibility	Being able to adapt your thinking and behaviour to suit different situations and changing circumstances. Taking other people's views on board, accepting new and different ways of working and encouraging others to embrace change.	3
Teamwork	Having the ability to work as part of a team, actively encouraging team working and recognising the role you play as part of the council team.	4
Commitment to Council	Being willing and able to align your own behaviours with the objectives, goals and values of council; acting as a role model and promoting the values to others.	3
Customer service	Aligning your behaviour with the customer service charter to ensure both internal and external customer needs are met; taking a positive attitude, showing commitment and having a can do approach.	4
Workplace Health & Safety	Taking reasonable care for the health and safety of yourself and others, complying with reasonable instruction and co-operating with council policy and procedure.	3

A copy of the Competency Handbook is available on the Central Highlands Regional Council website under 'Careers with Council'.

GENERAL OBLIGATIONS

1. This is a description of the job as it is presently constituted. Council will regularly review position descriptions and appropriately update them to ensure that they relate to the job being performed, or to incorporate whatever changes are being proposed. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation.
2. Whilst employment is in the position described in this document it is understood that employment is with Central Highlands Regional Council. In the event of organisational change or restructure, council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in the times of disaster or significant exceptional operational circumstances.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
5. Failure to maintain any licence or qualification, which are a condition of your employment, may result in demotion or termination as council is unable to guarantee your transfer to a position not requiring said licence/qualification.

Please sign below if you have read, understood and accepted the responsibilities of this position as outlined in this position description.

Name

Signature

Date

