



Mansfield Shire

Position Description

Revenue Assistant

High Country, Lakes and Rivers





Revenue Assistant

1

Mansfield Shire Council aims to work with our community to continue to build a Shire that is recognised for its balanced social, economic and environmental development that acknowledges the diverse needs and values of our communities.

Position Number	Classification	Date
100.49	Band 4	February 2025
Unit	Enquiries	Status (FTE)
Revenue	Bess Gillard	Part Time 0.6 FTE

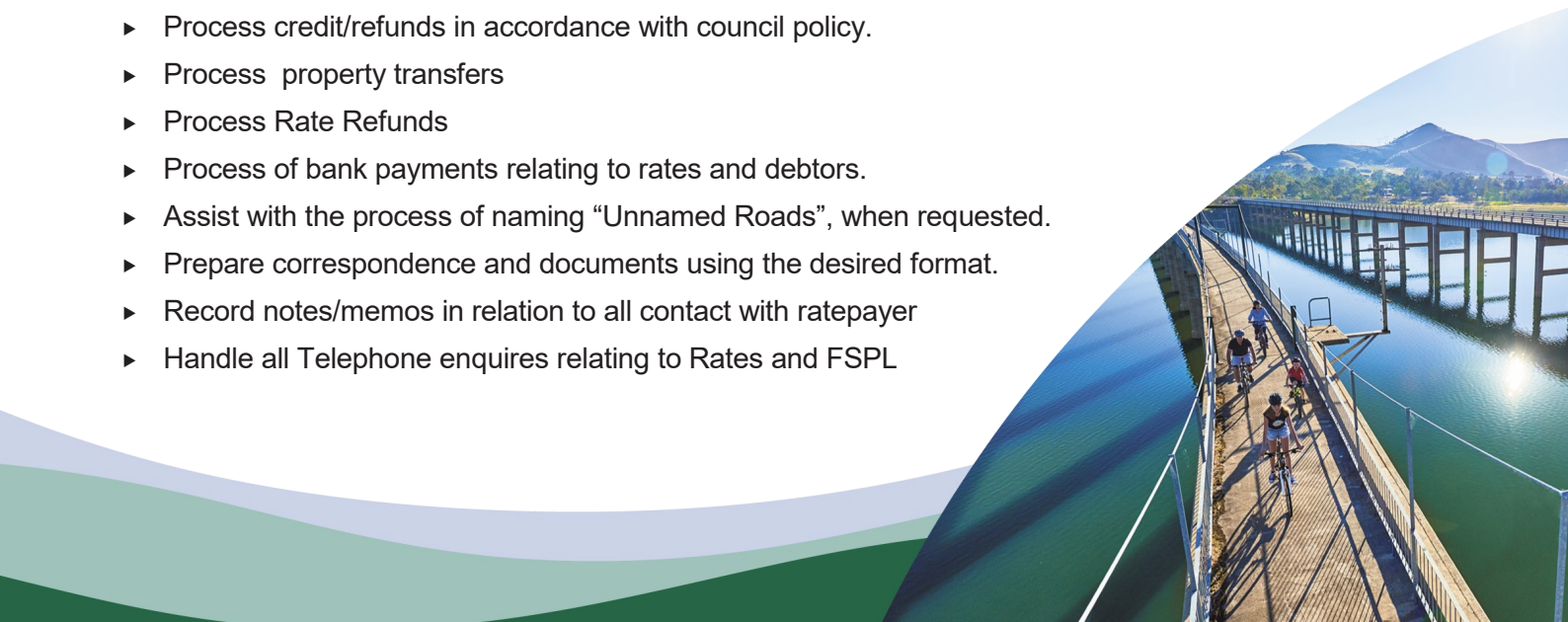
Position Objectives

The Revenue Assistant provides assistance with day to day operations of the property and rating functions including the accurate and timely processing of all rates, charges and levies.

Technical Accountabilities

Rates, Charges & Fire Services Property Levy (FSPL)

- ▶ Assist in the timely and efficient collection of rates, charges and levies.
- ▶ Assist with queries relating to FSPL
- ▶ Ensuring that all inquiries are dealt with efficiently and courteously, whether verbally or in writing, in accordance with relevant regulations and Council policy.
- ▶ Reprint rate notices and associated certificates.
- ▶ Process pensioner rebates.
- ▶ Process waste charges and bin services.
- ▶ Process credit/refunds in accordance with council policy.
- ▶ Process property transfers
- ▶ Process Rate Refunds
- ▶ Process of bank payments relating to rates and debtors.
- ▶ Assist with the process of naming “Unnamed Roads”, when requested.
- ▶ Prepare correspondence and documents using the desired format.
- ▶ Record notes/memos in relation to all contact with ratepayer
- ▶ Handle all Telephone enquires relating to Rates and FSPL



- ▶ Independent preparation of more complex Land Information Certificates for example properties with multiple parcels where accurate information on land area and lots rated together is required.
- ▶ Issue Land Information Certificates.
- ▶ Monitoring of Rates email inbox for Land Information Certificate requests and urgent matters in the absence of the Revenue Coordinator.
- ▶ Backfill for Revenue Officer.
- ▶ Other duties as directed by the Revenue Coordinator commensurate with accountability and authority of the position.

Council Voter's Lists & Change of Address

- ▶ Maintain Council's voter's lists.
- ▶ Assist with changes of address, maintenance of property files within the Municipality including ownership, rateability and maintenance of associated financial records in accordance with the Local Government Act and other relevant legislation and Council policy.

Accounts Receivable

- ▶ Manage the processing and distribution of invoices to Debtors using the accounts receivable system.
- ▶ Manage the processing credit/refunds in accordance with council policy.
- ▶ Respond to Debtor inquiries and resolve any related issues within area of expertise as they arise. Monitoring of Accounts Receivable email inbox and respond to queries or requests received in this inbox
- ▶ Process of NAB payments relating to Debtors.
- ▶ Prepare correspondence and documents using the desired format.
- ▶ Record notes in relation to follow ups.
- ▶ Responsible for updating of adopted annual fees and charges in Synergy.

Organisational Relationship

Reports to

Coordinator Revenue.

Our Values

Communication

Co-operation

Trust and
Honesty

Respect

Supervises / Manages

Nil.

Internal Liaisons

All other staff.

External Liaisons

General public.

Residents and Rate Payers.

Specialist Knowledge and Skills

Knowledge of:

- ▶ Organisation wide functions and services.
- ▶ The rating administration requirements of the Local Government Act and regulations.
- ▶ Computerised accounting and financial systems associated with property and rates administration.
- ▶ Council plan.
- ▶ Units Business Plan.
- ▶ Long term goals of the unit.

Skills and Competencies

- ▶ Property and rating administration.
- ▶ Customer complaints handling.
- ▶ Records management skills.
- ▶ Excellent Computer skills.
- ▶ Customer service skills.

Qualifications and Experience

Experience

- ▶ Experience in Rates and/or Accounts Receivable function is desirable but not essential.
- ▶ Previous experience in a customer service role.

Qualifications

- ▶ Current Victorian drivers license.
- ▶ Year 12 Certificate.

Key Selection Criteria

- ▶ Demonstrated ability to complete the technical accountabilities.
- ▶ Experience in property and rating administration.
- ▶ Ability to solve problems, take initiative and think creatively.
- ▶ Ability to manage multiple tasks within set timeframes.

Position Descriptors – Band 4

Organisational Accountabilities

- ▶ Ensure that Mansfield Shire Council's Code of Conduct and all policies and procedures are adhered to including Occupational Health and Safety (OH&S) and Human Resource management procedures and practices
- ▶ Support organisational development and continuous improvement initiatives within the Council.
- ▶ Understand the principles of risk management and their application to all Council activity.
- ▶ Provide quality customer service and accurate information on Council products and services and communicate with customers in a friendly and courteous manner
- ▶ Effectively manage customer enquiries and complaints and deliver punctual and reliable service.
- ▶ Provide assistance with Municipal Emergency Services as required.
- ▶ Ensure that full and accurate records of activities and decisions are created and captured and observe records management procedures in accordance with Council policy.
- ▶ Be committed to the implementation of the Council Plan and annual Business Plan of Council.
- ▶ Work cooperatively and ensure positive communication and relationships with all staff, across all departments.
- ▶ Contribute to the improvement of the department by innovation and personal initiatives and contribute to team meetings.
- ▶ A commitment to the principles that support the safety and wellbeing of all children

Organisational Context

The Mansfield Shire Council organisational structure has been developed with the following departments reporting directly to the CEO:

- ▶ Community and Corporate Services Directorate
- ▶ Infrastructure and Planning Directorate
- ▶ People and Culture Department
- ▶ Communications

Interpersonal Skills

- ▶ This position requires the ability to gain cooperation and assistance from both other employees and customers.
- ▶ Oral and written communication skills to enable the preparation of routine correspondence and reports if required.

Extent of Authority

- ▶ The role will be required to provide information to customers and information and support to more senior employees. There may be a requirement from time to time to also supervise resources including other employees.
- ▶ Freedom to act is limited by standards and procedures and work will generally fall within specific guidelines with scope to exercise discretion in the application of established standards and procedures.
- ▶ Sufficient freedom will be given to be able to plan workload in advance.
- ▶ Decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.

Judgement and Decision Making

- ▶ This position has the objectives of the work well defined, however particular methods, processes or equipment to be used will be selected from a range of available alternatives. This often requires the quantification of the amount of resources needed to meet objectives.
- ▶ The particular tasks to be performed by this role will involve selection from a range of techniques, systems, equipment, methods or processes.

Management Skills

- ▶ Skills in managing time, setting priorities and planning and organising one's own work.
- ▶ Basic knowledge of, and ability to implement personnel practices and the ability to provide employees under this role's supervision with on-the-job training and guidance.

Diversity and Inclusion

- ▶ Mansfield Shire Council is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.
- ▶ We value inclusion and diversity within our workforce and our community, supporting the invisible and visible qualities of all who walk through our doors. As an employee of Mansfield Shire Council, you will respect and show kindness to all regardless of ethnicity, sexuality, identity or any other protected attribute.

How to apply

- 1 Cover letter**

Prepare a cover letter providing a snapshot of why you are interested in the position and the reasons we should hire you. Include any required information that has been outlined in the job advertisement. Your cover letter should be no longer than one page in length.
- 2 Key selection criteria**

Respond to the list of key selection criteria clearly demonstrating how your qualifications and/or experience would help you to meet the requirements of the role. **Please ensure that you address all key selection criteria contained within the position description.** This document should be kept to a maximum of two pages if possible.
- 3 Resumé**

Provide your up to date resumé containing a summary of your skills, employment history, experience, knowledge and abilities. A good resumé will be tailored to the position you are applying for with emphasis on the skills and experience that directly relate to the role.
- 4 Submit your application by the closing date**

Once you have collated the necessary documents, visit the Mansfield Shire Council's 'Information for Applicants' web page at mshire.co/applicant-information, for information on how to submit your application. All information must be received by Council prior to the advertised closing date.

For more information please contact:

Bess Gillard, Coordinator Revenue on (03) 5775 8573

More detailed information on how to apply is available at

mshire.co/applicant-information

including tips for addressing key selection criteria, writing a cover letter and resumé.

OFFICE USE ONLY

Authorised by CEO:



Employee's
Signature

Date:

06/12/2023

Employee's
Name

Date: / /



Mansfield Shire