



INFORMATION PACKAGE

POSITION VACANT

REVENUE OFFICER – ARRANGEMENTS AND REFERRALS (PART TIME)

REF NO: ESC252

CLOSING DATE: 4.30PM WEDNESDAY 17 JULY 2019

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Thank you for enquiring about this position.
If, after reading the information in this package, you would like further information please contact Brendan Cooper on (02) 4474 1240



Collaborative Respectful Team Spirit Professional Open + Trusting



Important Information

Use our on-line application system to apply for this position. This can be accessed through the Jobs at Council section of Council's website www.esc.nsw.gov.au

Claims against the selection criteria

This is the most important part of the application:

- Only applicants who address the selection criteria will be considered for the position.
- The job description outlines the duties of the role and describes the selection criteria that your application will be checked against. It is recommended that you include examples where you can.
- Selection for interview is based on the responses you make to these criteria.
- The selection criteria are mandatory fields in the online application system and you will be required to provide a response to these criteria as part of the application process.

Prepare your resume (or CV)

- Prepare or update your resume (or CV) including your personal details, education and training, any relevant licences or certificates, employment history and contact details for at least two referees.
- Save your resume as a Microsoft word document or a PDF document, so it is ready for you to attach to your online application.
- Your resume should include a description of your skills, knowledge, personal qualities, experience and how they relate to the position.

Upload your resume, complete all sections of the online process and press submit to lodge your application.

Confidential referee checking will be carried out to verify the information provided in your application and at the interview. We will not contact any of your nominated referees without seeking your permission first.

For further information on how to make a great application don't hesitate to contact the Councils recruitment team on (02) 4474 1016.



Position Description

Revenue Officer – Arrangements and Referrals (Part Time)

Position Code	282
Division	Finance
Location	Moruya Administration Offices
Band/Level	Administrative / Technical / Trades Band 2 Level 1

Council values

The Eurobodalla Shire Council is guided by organisational values of collaboration, respect, team spirit, professionalism and openness and trust. These values contribute to the organisation's strategic direction and assist with decision making.

Our values represent 'the way we do things' and underpin the range of professional relationships we have with others in our day-to-day work. By reflecting and upholding our values throughout the organisation, we can make a positive difference for our community and our colleagues.

We are proud to be an equal employment opportunity employer. We have a strong commitment to enhancing equality of employment opportunities for all people, including those from diverse and minority backgrounds.

Our values	We are collaborative	We ask for and share ideas, insights and knowledge. We find strength and reward in working together.
	We are respectful	We show respect and compassion to each other and our community. When there are issues, we go to the source.
	We show team spirit	We nurture and value our relationships, bringing out the best in each other.
	We are professional	We act with integrity, take pride in our work and always think first of our community. We aim for excellence in all that we do.
	We are open and trusting	We are upfront and sincere and trust our colleagues to respect our honesty and vulnerability. We look for the best in people and expect that in return.

Primary purpose of the position

To investigate and refer outstanding rates, water and debtor accounts for recovery. Monitor and review payment arrangements.

Main duties and key result areas (KRA)

1. Investigate and refer outstanding rates, water and debtor accounts for recovery.
KRA1. Ensure all outstanding debts are owing and recoverable prior to any further action being taken.
2. Upon meeting the criteria to allow referral for recovery, conduct discussions and negotiations with debtors regarding payment arrangements for the recovery of overdue rates, water and debtor accounts.
KRA2. Discussions/negotiations are conducted firmly and courteously. Payment arrangements are made. Council Policy is complied with and arrangements are appropriately documented and monitored.
3. Liaise with the external debt recovery agency with regard to the recovery of outstanding rates, water and debtor accounts, the issue of notices, the service of Statements of Claim and other various court documents.
KRA3. All outstanding accounts are referred to external debt recovery agency in accordance with Council policy.
4. To keep a comprehensive record of all dealings with the debtor and the debt recovery agency of all actions taken and contacts made.
KRA4. All dealings are accurately documented.
5. To assist in the tracing of debtors to obtain current address for service of documentation.
KRA5. Provide applicable information to debt recovery agency to assist tracing debtors' whereabouts.
6. Provide ongoing support to the Revenue Officer – Payment Proposals and Pension Rebates, Senior Accounts Officer – Debtors and Revenue Officer – Water Billing as required to ensure the achievement of revenue recovery objectives.
KRA6. Provide assistance to revenue recoveries to ensure the achievement of deadlines.
7. Provide ongoing support to the Revenue Officer – Water Billing as required to ensure the achievement of water billing objectives.
KRA7. Provide assistance to water billing to ensure the achievement of deadlines.
8. Provide ongoing support to the Revenue Supervisor as required to ensure the achievement of objectives.
KRA8. Provide assistance to ensure the achievement of deadlines.

9. Assist other staff as required with duties that are consistent with the grade of this position.
KRA9. Provide assistance to staff in the development and smooth running of the Finance Department to ensure the achievement of departmental goals.
10. Respond to all rates related correspondence and provide assistance with other relevant Revenue enquiries as required.
KRA10. Ensure all correspondence and enquiries are answered in accordance with Council policy.
11. Ensure the provision of excellent internal and external customer service.
KRA11. That there are no serious warranted complaints related to customer service.
12. Maintain own health and safety and that of other people at the workplace or those who may be affected by the work being carried out.
KRA12. Legal requirements met and Council's OHS policies and procedures complied with.

Qualifications/Experience (Selection Criteria)

Essential

1. Considerable experience in an accounting environment.
2. High level of oral and written communication skills.
3. Customer service and communication skills including negotiation/conflict resolution techniques which allow the arrangement of alternate payment options.
4. Demonstrated organisational skills to co-ordinate and prioritise a range of tasks in a busy environment to meet strict deadlines.
5. Ability to work successfully as part of a team.
6. Understanding and ability to use a range of computer software, including financial systems and MS Office programs.
7. Knowledge of EEO, WHS and Local Government Legislation.
8. Knowledge of or the ability to learn and undertake the legal WHS requirements imposed on employees and a demonstrated knowledge of, or ability to quickly gain knowledge of Council's WHS policies and procedures.

Appointment to this role is dependent on an assessment of the results of a National Criminal History Record Check

The requirements outlined in Council's Policies and Codes of Practice apply to all employees of Council.

EMPLOYEE: Vacant Position
SUPERVISOR: Michelle Smith
DATE: July 2019

CONDITIONS OF EMPLOYMENT

Position Title:	Revenue Officer – Arrangements and Referrals (Part Time)
Reference Number:	ESC252
Grading:	Grade 8 of Council's salary system
Salary Range:	In the range of \$32.90 to \$35.06 gross per hour comprised of: * \$30.05 to \$32.02 base salary, plus * \$2.85 to \$3.04 superannuation (calculated at 9.5%)
Award:	Local Government (State) Award 2017
Probation:	A probationary period of three months applies to new staff members. Ongoing employment is subject to successful completion of the probationary period.
Criminal Record Check:	A satisfactory outcome as a result of a National Criminal History Record Check is required for appointment to this position. Preferred candidates will be asked to consent to this check as part of the pre-employment process. Please note that people with criminal records are not automatically barred from applying for this position and each application will be considered on its merits.
Pre-placement Medical:	An offer of employment for this position may be subject to medical clearance to verify that you are safely able to undertake the duties of the position. Pre-placement medical examinations are at Council's expense.
Hours of Work:	Part-time, 28 hours per week. Hours currently scheduled are: 8.30am to 4.30pm Tuesday – Friday ESC has a Council Agreement which provides for flexibility in working hours by individual agreement between employees and managers.



Location: Based from Council's Main Office in Moruya, (corner of Vulcan and Campbell Streets).

Leave Entitlements: Pro rata of full time entitlements will apply. Full time entitlements are 4 weeks annual leave per full year of service and 3 weeks sick leave.

ESC is committed to a safe and mentally and physically healthy workplace environment. Council is an equal employment opportunity employer with a smoke free work environment. We encourage applications from people of Aboriginal/Torres Strait Island backgrounds, people with a disability and their carers, people from non-English speaking backgrounds and women.

EUROBODALLA SHIRE COUNCIL ORGANISATION CHART



EUROBODALLA SHIRE COUNCIL DIVISION CHART

