

POSITION DESCRIPTION



M: PO Box 733, BENDIGO 3552
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W: www.bendigo.vic.gov.au

POSITION TITLE & NUMBER:	Rates Administration Officer – Revenue (#379)
EMPLOYMENT STATUS:	Full time, Temporary (parental leave replacement, December 2021 to January 2023)
CLASSIFICATION:	Band 4
FULL TIME SALARY RANGE:	\$61,690 - \$66,596 plus superannuation
UNIT:	Financial Strategy

THE CITY

The vision for Greater Bendigo is “Greater Bendigo celebrates our diverse community. We are welcoming, sustainable and prosperous. Walking hand-in-hand with the traditional custodians of this land. Building on our rich heritage for a bright and happy future”. As the Council we work in partnership with our community to move toward this vision.

As an organisation we aspire to be a values driven, be a flexible employer, embrace diversity, have generous leave provisions, encourage staff training and development and provide a supportive, team orientated work place. Further information is found at www.bendigo.vic.gov.au

THE UNIT

The Financial Strategy Unit is responsible for ensuring professional stewardship over the City’s finances – leading financial sustainability. The unit achieves this through long term financial planning; strategic asset and project management; revenue collection and financial reporting. The unit strives to improve systems which support service delivery and capital management, ensuring the financial sustainability of the organisation.

POSITION OBJECTIVE

- Maintain the Accounts Receivable (General Debtor) system ensuring it is current, accurate and all invoices and statements are prepared in an effective and efficient manner.
- Provide effective and efficient administrative support in the area of Rates and Property Information.

KEY RESPONSIBILITIES AND DUTIES

- Prepare all necessary transaction data for input to the City’s General Debtor system.
- Liaise with various City units to ensure completeness in relation to monthly invoicing for the City’s services.
- Ensure that General Debtor invoices, statements and credit notes/adjustments are produced.
- Reconcile the financial ledger with the General Debtor system.
- Coordinate the process of collection of monies, monitor the progress of debtor payments and take action in accordance with Council policy to recover monies outstanding.
- Prepare a report for inclusion in the monthly Management Report on the position of general Debtors.
- Follow up applications to Council for credit.
- Assist other members of the Financial Strategy team in order to meet Council’s statutory reporting obligations.
- Assist with the ongoing development and maintenance of computerised reporting formats and models.

Our Values & Behaviours



SKILLS AND ATTRIBUTES

Technical/specialist skills:	Accounting principles, procedures and processes, spreadsheeting, database and word processing, Microsoft Office suite, Customer Service
Personal attributes:	Communication, teamwork, adaptable, time management, problem solving

ORGANISATIONAL RELATIONSHIPS

Reports to:	Coordinator Rates and Revenue
Supervises:	Nil
Internal Liaisons:	Staff members and other City employees
External Liaisons:	General debtors, ratepayers, Debt Collection Agency and the general public.

ADDITIONAL INFORMATION

- A satisfactory Police Record Check is required for this position.
- You will comply with and follow all Occupational Health and Safety requirements as set out in all relevant policies, procedures, legislation and Acts.
- You may be provided with or use equipment that contains electronic monitoring devices.

QUALIFICATIONS

- Certificate, qualification or knowledge and skills in accounts receivable gained through on-the-job training commensurate with the requirements of the position.

KEY SELECTION CRITERIA

- Demonstrated experience in a revenue or accounts receivable position with a good knowledge of accounting principles, procedures and processes.
- Experience in using a complex enterprise Debtors or accounts system and the ability to learn and adapt to new software programs quickly.
- Demonstrated proficiency in spread sheeting, database, word processing and general clerical/administrative tasks.
- Good communication skills including the ability to gain the cooperation of people of various levels, both outside and within the organisation.
- Ability to work unsupervised, use initiative, plan and organise, set priorities and manage time, so that organisational resources are optimised, and objectives are achieved within a timetable.

BAND 4 CLASSIFICATION DESCRIPTORS

ACCOUNTABILITY & EXTENT OF AUTHORITY:

- Provide information to clients and information and support to more senior employees as required.
- Responsible for supervising resources including other employees and/or regulate clients.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Ability to work with sufficient freedom to plan one's own work.
- The effect of decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.

JUDGEMENT & DECISION MAKING:

- Work objectives are well defined but there is a requirement to make decisions regarding the particular method, process and equipment to be used by selecting from a range of available alternatives.
- Quantification of the amount of resources needed to meet work objectives may be required.
- Guidance and advice are always available within the time available to make a choice.

SPECIALIST SKILLS & KNOWLEDGE:

- Demonstrated proficiency in spread sheeting, database, word processing and general clerical/administrative tasks.
- An understanding of the relevant technology, procedures and processes used within the work unit.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
- An understanding of the goals of the Financial Strategy Unit and an appreciation of the goals of the wider organisation.
- Proficiency in the application of standardised procedures, practices, Acts and Regulations and an understanding of relevant precedents and previous decisions.
- Knowledge of accounting principles, procedures and processes.
- Ability to prepare budgets and understand financial reports.
- Proficient and accurate keyboarding skills.
- Good knowledge in use and application of general office equipment.
- Ability to assist in various supporting roles, and to adapt to various tasks.

MANAGEMENT SKILLS:

- Basic knowledge of personnel practices and be able to provide employees under their supervision with on-the-job training and guidance as required.
- Necessitate skills in managing time and planning and organising one's own work.

INTERPERSONAL SKILLS:

- Ability to demonstrate and display the City's staff values and behaviours.
- Ability to provide excellent customer service in adherence to the City's Customer Service Charter.
- Ability and commitment to maintain confidentiality at all times.
- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of employees where applicable.
- Skills in written communication to enable the preparation of routine correspondence and reports as required.