



POSITION TITLE	Revenue Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 - 2027 Band 5
DIRECTORATE	Corporate and Community
BUSINESS UNIT	Finance
REPORTS TO	Team Leader Revenue
SUPERVISES	Nil
EMPLOYMENT STATUS	Full time
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council's vision is to be a vibrant, well-planned city where people, nature and opportunity thrive through connection, resilience and leadership. This vision underpins our mission to deliver efficient services and infrastructure through responsible financial management, ensuring value for the community and long-term sustainability.

Wodonga Council is committed to sustainable economic growth, responsible resource management and creating opportunities that enhance wellbeing, environmental sustainability and community connection.

Governance is provided by seven elected councillors, with the Chief Executive Officer (CEO) responsible for implementing Council decisions. The CEO is supported by an organisational structure comprising three directors and more than 300 staff who work collaboratively to deliver a broad range of services that meet the evolving needs of our community.

The Finance team supports the effective stewardship of Council's financial resources through the delivery of accurate, compliant and customer-focused financial services. The team provides critical support across revenue management, accounting, reporting, banking, procurement and financial governance functions that enable informed decision-making and responsible financial management.

The Revenue Officer plays a key role in maintaining the integrity of Council's revenue systems, property records



Trust



Respect



Integrity



Learning

Vision: A vibrant, well-planned city where people, nature and opportunity thrive through connection, resilience and leadership.

Mission: Wodonga Council delivers efficient services and infrastructure through responsible financial management, ensuring value for the community and long-term sustainability.

and financial transactions. Working across rates, debtor management, banking and financial reconciliations, the position contributes to accurate financial reporting, legislative compliance and high-quality customer service for both internal and external stakeholders.

POSITION OBJECTIVES

The Revenue Officer is responsible for the accurate administration of Council's rates, revenue and banking functions, including property record maintenance, pensioner concession administration, debtor reconciliations and bank reconciliations. The position supports the integrity of Council's financial systems through the timely processing of transactions, maintenance of financial records and delivery of responsive customer service, ensuring compliance with legislative requirements and supporting effective financial management across the organisation.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- **Administer Rating and Property Records**
Maintain accurate property, ownership and ratepayer records by processing property transfers, ownership changes, subdivisions and other rating-related amendments. Administer direct debit arrangements, process ratepayer refunds and assist with rates processing activities to ensure the integrity of Council's rating database and compliance with legislative requirements.
- **Manage Land Information Certificates**
Prepare, verify and issue Land Information Certificates and property information requests in accordance with statutory requirements, ensuring accurate and timely information is provided to support property transactions and legal conveyancing processes.
- **Administer Pensioner Rate Concessions**
Assess and process pensioner concession applications, undertake annual eligibility verification activities and maintain concession records to ensure eligible ratepayers receive appropriate entitlements and Council remains compliant with legislative obligations.
- **Perform Bank Reconciliation Activities**
Process and receipt rates and sundry debtor payments, undertake daily banking uploads and perform daily and monthly bank reconciliations. Investigate discrepancies and monitor banking transactions to ensure the accuracy, completeness and integrity of Council's financial records.
- **Maintain Revenue and Debtor Control Accounts**
Maintain debtor, suspense and revenue control accounts through the preparation of reconciliations, journals and adjustments. Provide support with accounts receivable activities including invoicing, debtor follow-up, account maintenance and debt recovery processes to ensure accurate financial reporting and effective revenue collection.
- **Support Financial Systems Administration**
Maintain revenue-related system configurations, participate in system testing and upgrades, and assist with the ongoing administration and improvement of financial systems to support efficient, reliable and compliant business operations.
- **Provide Revenue and Financial Support Services**
Respond to customer enquiries, process revenue-related requests and provide accurate advice to internal and external stakeholders regarding rates, property records, payments, concessions and financial transactions to support positive customer outcomes and informed decision-making.
- **Contribute to Team Operations and Continuous Improvement**
Provide operational support across the Finance team, assist with business continuity during periods of leave or peak workload, and identify opportunities to improve processes, controls and service delivery.

Develop and maintain detailed work instructions to support consistency, knowledge sharing and continuous improvement across the revenue function.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	Talk straight – Say what you mean and mean what you say Create transparency – Do not withhold information unnecessarily or inappropriately Right wrongs Practice accountability – Take responsibility for results without excuses Extend trust – Show a willingness to trust others, even when it involves a measure of risk
Respect	Treat other people with courtesy, politeness and kindness, no matter what their position or opinion Listen first – Seek to understand others before trying to diagnose, influence or prescribe
Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values Keep confidences Do what you say you will do to the best of your ability Be open about mistakes Speak of those that are absent only in a positive way
Learning	Work together and learn from each other Continuously improve and innovate Be open to change There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Apply established financial, rating and reconciliation procedures to determine appropriate actions and resolve routine operational issues.
- Exercise judgement when investigating discrepancies, exceptions and data anomalies, escalating matters where required.

- Prioritise competing tasks and statutory deadlines to ensure service levels and compliance obligations are achieved.
- Analyse information from multiple systems to identify issues and determine practical solutions within established guidelines.

SPECIALIST KNOWLEDGE AND SKILLS

- Sound knowledge of local government rating, property administration and revenue management practices.
- Well-developed financial reconciliation and accounting skills, including an understanding of subsidiary and general ledger relationships.
- Experience using financial management and property-based systems, including the ability to maintain data integrity and produce accurate reports.
- Knowledge of legislation and regulatory requirements relating to rating, pension concessions and financial administration.
- Strong analytical and problem-solving skills with the ability to investigate and resolve discrepancies.
- Ability to interpret financial information and apply relevant policies, procedures and business rules.

MANAGEMENT SKILLS

- Effectively manage workloads, priorities and deadlines within a high-volume transactional environment.
- Plan and organise work activities to ensure the timely completion of recurring financial processes and statutory requirements.
- Maintain accuracy and attention to detail across multiple systems and financial transactions.
- Contribute to continuous improvement initiatives that enhance efficiency, compliance and customer service outcomes.
- Provide guidance and support to colleagues on routine financial and procedural matters when required.
- Demonstrate accountability, risk awareness and commitment to organisational policies and procedures.

INTERPERSONAL SKILLS

- Communicate clearly and professionally with customers, colleagues and external stakeholders.
- Build positive working relationships across the organisation to facilitate effective service delivery.
- Explain financial, rating and property-related information in a clear and customer-focused manner.
- Work collaboratively within a team environment while maintaining confidentiality and professionalism.
- Prepare accurate written correspondence, reports and documentation.
- Gain cooperation from stakeholders when resolving enquiries, discrepancies and administrative issues.

INFORMATION TECHNOLOGY SKILLS

- Demonstrated proficiency in financial management systems, databases and Microsoft Office applications.
- Ability to maintain accurate electronic records and utilise multiple systems simultaneously.
- Experience using financial reporting, reconciliation and transaction processing systems.
- Capacity to quickly learn and adapt to new technologies and system enhancements.

CUSTOMER SERVICE SKILLS

- Deliver responsive, professional and customer-focused service to internal and external stakeholders.
- Provide accurate information and practical solutions to customer enquiries.
- Manage sensitive or complex enquiries with professionalism, empathy and discretion.
- Maintain positive customer relationships through timely communication and follow-through.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

Essential

- Demonstrated experience in finance, revenue, accounts receivable, banking or a related financial administration environment.
- Experience undertaking reconciliations, transaction processing and maintaining accurate financial records.
- Well-developed computer skills, including experience using financial systems and Microsoft Office applications.
- Demonstrated ability to interpret and apply policies, procedures and legislative requirements.

Desirable

- Experience within a local government environment.
- Knowledge of local government rating legislation and revenue administration practices.
- Experience using Pathway, Finance One or similar enterprise financial systems.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Right to work in Australia

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive

demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.	PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.	PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.	MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.

Customer Service and Communication

Demonstrates commitment to a high standard of service to customers and the community.	• Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow
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Build and Enhance Relationships

Works co-operatively and effectively with others.	• Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required
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Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.	• Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude
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Future Focus	
Looks for improvements and is adaptable to change.	• Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required
People Development	
Welcomes opportunities for learning and self-development.	• Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements
Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	• Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care
Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	• Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

ATTACHMENT 2

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Duties within the finance team	Processing of rating tasks and maintaining revenue control accounts.	- Liaison with staff of all levels, providing advice and assistance - Computer use - Phone use - Photocopier use - Use of multiple computer systems - Record management - Report writing / production - Data entry - Data extraction	Sitting				X
			Standing		X		
			Walking		X		
			Lifting < 10kgs	X			
			Carrying	X			
			Pushing	X			
			Pulling	X			
			Climbing	X			
			Bending		X		
			Twisting		X		
			Squatting	X			
			Kneeling	X			
			Reaching		X		
			Fine motor				X
			Neck postures				X
			Accepting instructions			X	
			Providing instructions			X	
			Sustained concentration				X
			Major decision making			X	
			Complex problem solving			X	
			Supervision of others		X		
			Interaction with others			X	
			Exposure to confrontation	X			
			Respond to change			X	
			Prioritisation				X