

Position Description

POSITION TITLE: Revenue Officer	REPORTS TO: Team Leader - Revenue Services
Pay Band: Band 3	
ORGANISATIONAL CONTEXT	
<p>Lower Murray Water (LMW) operates along the Murray River, from Kerang to the South Australian border, in the municipalities of Gannawarra, Swan Hill and Mildura. We provide this extensive region with urban water and sewerage treatment, supply and disposal; river quality water for stock and irrigation; and collection and disposal of subsurface irrigation drainage. Our goal is to contribute to the economic, social and cultural development of our region and its many communities with environmentally responsible and sustainable water management.</p>	
PRIMARY OBJECTIVES	
<p>The primary role of the Revenue Officer is to provide support and service to LMW’s customers.</p> <p>The Revenue Officer will strive to achieve excellent standards of service to internal and external customers and to enable the Corporation to meet regulatory requirements and accountabilities.</p> <p>The Revenue Officer is responsible for a wide range of revenue function including the management of LMW’s property billing database, processing and reconciliation of concessions, processing of financial transactions, preparation and/or approval of property information statements and assistance in collection of outstanding debtors and customer hardship support.</p>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Leadership	<ul style="list-style-type: none"> • High initiative and drive opportunities for change while working towards LMW's goals and strategies. • Work autonomously and prioritise workload. • Promotion of a culture that encourages risk discussions by integrating Risk Management into normal business practices. • Lead collaboratively as a senior member of the Revenue team and with other relevant positions across LMW to provide information and advice. • Provide ongoing support and education of others within the team with your knowledge and skills. 	<ul style="list-style-type: none"> • Ability to manage and develop high performance effectively to meet deadlines. • Actively participate in training and work with stakeholders on system and process improvements. • Ensure documentation of processes and training of relevant employees. • Reporting of revenue key performance indicators and data to the management team. • Actively leads others to build skills and knowledge • Leads the implementation of improvement.
Customer	<p>Internal:</p> <ul style="list-style-type: none"> • People & Customer Team • Metering & Irrigation Ops Team • Compliance Team <p>External:</p> <ul style="list-style-type: none"> • Customers • Financial Counsellors • Solicitors & Conveyancers • Real Estate Agents • Government Agencies and Service Authorities • Other stakeholders 	<ul style="list-style-type: none"> • Demonstrate strong professional working relationships with both internal and external customers. • Provide exceptional customer service to internal customers and assistance as required to external customers. • Active participation in team meetings and providing open, regular communication and updates on business as usual activities, projects updates and other opportunities. • Provision of fair, honest and constructive feedback to all key stakeholders. • Engage with service providers in a variety of forums.

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Safety	<ul style="list-style-type: none"> • Active participation in safety meetings, training and other requirements determined by the LMW's OH&S management system. • Ensure that LMW provides a safe workplace that is free of harm from all forms of bullying, harassment, and discrimination. • Support the safety-first culture in the organisation. • Participate in LMW safety activities and initiatives. • Contribute to LMW providing a safe workplace that is free of harm from all forms of bullying, harassment and discrimination. • Investigate all hazards / incidents / injuries within areas of responsibility. 	<ul style="list-style-type: none"> • Compliance with OH&S Policy. • Demonstrate behaviours that promote safe work practices and respect for all employees. • Work behaviours promote safe work practices and respect for all staff members. • Completion of mandatory safety surveys, training and awareness.
Efficiency	<ul style="list-style-type: none"> • Property Billing database is maintained effectively and accurately. • Property Information Statements are processed and approved accurately within time requirements. • Ensure adherence to LMW and ESC Customer Charter(s) and Codes in relation to Revenue functions. • Processing of revenue transactions and financial maintenance. • Support other revenue and customer team functions as required. • Processing and monitoring of the Property Billing database ensuring accuracy, integrity and completeness for billing. • Information statements are approved and provided accurately and on time. • Concessions Programs are implemented and reconciled accurately in accordance with stakeholder requirements. • Process and implement LMW's Special Agreement Billing for specified customers. 	<ul style="list-style-type: none"> • Meet all processing requirements & timeframes set. • Accurate processing with low frequency of errors. • Reconciliations accurately completed and documented. • Provide the required reports for both Internal and External customers on time to the quality required. • Ensuring that user-friendly processes and procedures are developed in consultation with the broader organisation. • Software and databases are developed to ensure a high level of service is delivered to customers. • ESC Performance requirements are met. • Property database is accurate withstanding audit. • DHHS/SRO Audits are completed with compliance. • Service levels are met in accordance with LMW's Customer Charter(s). • Special agreement properties are billed accurately and on time.

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KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Capital	<ul style="list-style-type: none"> • Ensure adherence to LMW’s Policies, Procedures and Customer Charter(s) to ensure compliance with obligations. • Ensure adherence to ESC Customer Code’s to ensure compliance with obligations. 	<ul style="list-style-type: none"> • Show extensive knowledge to LMW and ESC Policies, Guidelines and Codes. • No Guaranteed Service Level payments are made.

LEVEL OF AUTHORITY
Delegation Category NIL as per the current Instrument of Delegation.
NUMBER OF REPORTS
Direct Reports: Nil Indirect Reports: Nil
SKILLS AND BACKGROUND REQUIREMENTS
<p>Formal qualifications:</p> <ul style="list-style-type: none"> • Cert IV in finance or business administration, or similar, or demonstrated extensive experience in a similar role. • Three or more years' experience in a similar role. <p>Leadership:</p> <ul style="list-style-type: none"> • Demonstrated experience in a similar role in a service driven environment. • Ability to work independently, solution and results focused, self-directed. • Ability to operate as part of a team and effectively contribute to the team's objectives and strategies. • Capacity to impart your skills and knowledge to others. <p>Customer:</p> <ul style="list-style-type: none"> • Provide a high standard of customer service. • Interpersonal, communication and influencing skills and the ability to create trust and confidence with customers. • Develops meaningful, trusted and collaborative relationships with staff at all levels. <p>Safety:</p> <ul style="list-style-type: none"> • An understanding of safety management systems and the ability to lead by example to support a safety-first culture. <p>Efficiency:</p> <ul style="list-style-type: none"> • An understanding of debt management and hardship processes. • Working knowledge and experience in revenue IT systems. • Excellent time management skills. • Sound communication skills with the ability to produce concise documents with attention to detail.

Capital:

- Ability to read and interpret legislation and codes.

Compliance Requirements:

- Driver's license.
- Compliance with criminal background checks.
- Confirmation of fitness for work.
- Proof of Vaccination in accordance with Chief Health Officer Directions and LMW's Vaccination Policy or a valid medical contraindication.

SIGNATURES: We certify that the content of this position description is accurate:

Position holder:

Date:

Signature:

General Manager:

Date:

Signature:

Managing Director:

Date:

Signature: