

Position Description

POSITION TITLE: Revenue Officer - Collections	REPORTS TO: Manager Customer Services
Pay Band: Band 2	
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 - Collections 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 - Collections will implement and manage LMW's collection of outstanding debts in accordance with LMW's Billing and Recovery Policy and Customer Charter(s) as well as assisting in the processing of other revenue and customer related functions as required.</p>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Leadership	<ul style="list-style-type: none"> • Work collaboratively as a member of the Customer team and with other relevant positions across LMW to provide information and advice. • Show initiative and be open to opportunities for change while working towards LMW's goals and strategies. • Work autonomously to prioritise workload. • Promotion of a culture that encourages risk discussions by integrating Risk Management into normal business practices. • Ongoing support and education of others within the team from within your knowledge and skills. 	<ul style="list-style-type: none"> • Ability to manage and develop 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.
Customer	<p>Internal:</p> <ul style="list-style-type: none"> • Customer Team • Metering & Irrigation Ops Team • Compliance Team • People Team <p>External:</p> <ul style="list-style-type: none"> • Customers • Financial Counsellors • Solicitors & Conveyancers • Real Estate Agents • Government Agencies • 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.
Environment	<ul style="list-style-type: none"> • Contribute to LMW providing an environmentally friendly workplace. • Demonstrate and comply with the General Environmental Duty (GED) in accordance with Part 3.2 of the EPA Act 2017 by integrating risk management into normal business practice. • Compliance with EPA Act 2017, LMW policies and procedures as required to support best practice. 	<ul style="list-style-type: none"> • Minimizing the risk of harm to human health or the environment from pollution or waste by minimising those risk, so far as reasonably practicable / resources and delegation. • Use and maintenance of plant, equipment, processes and systems in a manner that minimises risks from pollution and waste. • Use and maintenance of risk management systems. • The handling, storage and transportation of substances in a manner that minimises risk. • Completion of training and transfer of knowledge relevant to upholding the General Environmental Duty.

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Efficiency	<ul style="list-style-type: none"> • Implement LMW's Billing, Refund and Recovery Policy with a focus on recovery of outstanding debt. • Support customers experiencing hardship in accordance with LMW's Hardship Program. • Ensure adherence to ESC's Guaranteed Service Level, in particular the reasonable endeavours checklist. • Support customers to manage their accounts effectively. I.e. setting up payment arrangements, referrals to assistance programs • Actively monitor LMW's debtors to ensure collections targets are met and results are effective. • Ability to report on debtor functions as required. 	<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.
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"> • Formal qualifications in finance or business administration or demonstrated relevant experience. • Specific training in debt recovery. <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.

Environment:

- A general understanding of environmental management systems and LMW's role in protecting the environment.

Efficiency:

- 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.

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

Position holder:

Date:

Signature:

General Manager:

Date

Signature:

Managing Director:

Date

Signature: