# Position description

## Revenue Officer – Water Billing (Fixed Term)

| | |
|---|---|
| Position code: | 285 – Fixed Term |
| Division: | Finance |
| Location: | Moruya Administration Office |
| Band/Grade: | Administrative / Technical / Trades Band 2 Level 1 – Grade 8 |

## Council values

At Eurobodalla Shire Council we embrace diversity and inclusion and value the contribution and experience of all our people. We are proud to work on Yuin Country.

Our Council Values represent "the way we do things around here." We value collaboration, respect, teamwork, professionalism, openness and trust. Our values guide our decision-making and behaviour and underpin the interactions and professional relationships we have with others in our day-to-day work.

Values also contribute to our organisation's strategic direction and reinforce our commitment to creating a safe and mentally and physically healthy workplace. We strive to build a workforce culture that embraces work-life balance, wellbeing, and flexibility.

We encourage applications from people of all backgrounds and abilities.



**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 sources.

**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

Record water consumption readings for the issue of water accounts and facilitate the water meter replacement program.

## Main duties and key result areas (KRA):

1. Obtain water meter readings, validate and process data and amendments for the issue of water accounts for billing runs and the meter replacement program.
   *KRA: Ensure water accounts are processed and accurately issued within the required timeframe following meter reading or replacement.*
2. Issue pro-rata accounts on failed meters and/or arrange and agree on acceptable alternative in special circumstances.
   *KRA: Ensure pro-rata accounts are issued or alternative arrangements on failed meters are fair and reasonable and comply with Water Regulations and Council Policy.*
3. Assist in the co-ordination and issue of overdue notices.
   *KRA: Ensure all relevant information is up to date to ensure overdue notices can be accurately issued within 14 days of account due date.*
4. Assess and process applications for undetected leaks concessions and prepare abandonment documentation to be submitted to the Revenue Manager for approval.
   *KRA: Ensure undetected leak concessions are accurately calculated and documented with appropriate determination in line with Council Policy.*
5. In the absence of the Revenue Officer – Notices, Categorisations & Certificates, provide support to prepare and issue Section 603 certificates and Special Meter Reading certificates which detail amounts owed to Council.
   *KRA: Ensure all 603 and Special Meter Reading certificates are accurately prepared and issued in accordance with Council Policy and to required timeframes.*
6. Report on and recommend determination on disputed accounts to Revenue Manager.
   *KRA: Ensure disputed accounts are accurately documented, with appropriate determination in line with Council Policy and reported to the Revenue Manager within the required timeframe.*
7. Monitor and assess reading walks and billing processes.
   *KRA: Meters are read in accordance with Council Policy. Reading route reviewed in consultation with the meter reader for efficiency and appropriate amendments made as required.*
8. Monitor and assess water meter replacement criteria to ensure replacements are coordinated with relevant operational staff for faulty and aged meters.
   *KRA: All faulty meters are replaced within required timeframes, the meter replacement program is scheduled to ensure the replacement target is met,*

*documentation is provided to operational staff and appropriate action is taken in a timely manner to maximise water usage income.*

9. Provide ongoing support to the Revenue Supervisor as required to ensure the achievement of objectives.
   *KRA: Provide assistance to ensure the achievement of deadlines.*
10. Assist other staff as required with duties that are consistent with the grade of this position.
    *KRA: Provide assistance to staff in the development and smooth running of the Finance Department to ensure the achievement of departmental goals.*
11. Respond to all water related correspondence and provide assistance with other relevant Revenue enquiries as required.
    *KRA: Ensure all correspondence and enquiries are answered in accordance with Council Policy.*
12. Ensure the provision of excellent internal and external customer service.
    *KRA: That there are no significant warranted complaints related to customer service.*
13. Follow EEO and diversity principles and practices.
    *KRA: Work practices are compliant with EEO and diversity policies and procedures.*
14. 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.
    *KRA: Legal requirements met and Council's WHS policies and procedures complied with.*

# Qualifications/experience (selection criteria)

## Essential

1. Considerable experience in a financial environment.
2. High level of verbal and written communication skills.
3. Customer service and communication skills including negotiation/conflict resolution techniques which allow the arrangement of alternative 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.

A satisfactory outcome as a result of a National Criminal History Record Check is a requirement for this position.

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

| | |
|---|---|
| Supervisor: | Revenue Supervisor |
| Date: | November 2026 |

## Conditions of employment

| | |
|---|---|
| Position title: | Revenue Officer – Water Billing (Fixed Term) |
| Grading: | Grade 8 of Council's salary system |
| Salary range: | In the range of $76,816.10 to $84,370.97 gross per annum comprising:<br>• $68,585.80 to $75,331.23 base salary<br>• $8,230.30 to $9,039.75 superannuation (calculated at 12% of the base salary) |
| Award: | Local Government (State) Award 2026 |
| 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. |
| Duration: | This is a fixed term role until Friday 7 May 2027 to temporarily replace an employee who is on secondment. There is no implication or guarantee of ongoing work beyond that date. |
| Hours of work: | Full time, 70 hours per fortnight. Office hours are:<br>8:30am to 4:30pm<br>Monday to Friday<br>Eurobodalla Shire Council 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), and may be required to work at various locations across the Shire. |
| Leave entitlements: | 4 weeks of annual leave per full year of service. Annual leave accrues progressively over a 12 month service period and accumulates from year to year.<br>Upon commencement, employees on a fixed term contract are credited one week sick leave and an |

additional one week after each six months of service. One week of My Leave will also be credited, with an additional week provided on each anniversary of appointment.

## Organisation chart

