



Position Description

Revenue Services Officer

Reports to : Revenue Services Co-ordinator

Location : Launceston

Background

Under legislation approved by the Tasmanian Parliament, local government has established three regional Water and Sewerage Corporations and a fourth Common Services Corporation to take over and operate the State's water and sewerage assets from 1 July 2009.

These companies will manage the State's water and sewerage assets on a commercial basis within newly developed economic and environmental regulatory frameworks. They will also provide the balance sheet and revenue strength to enable investment in the state's water and sewerage infrastructure. The sector requires capital expenditure in the order of \$1 billion over the next ten years for infrastructure enhancement and service improvement.

The Regional Corporations' responsibilities will align with the North, the North-West and the South of the State and will manage and operate the water and sewerage assets to be transferred from all councils.

The Common Services Corporation, trading as Onstream, is incorporated as a proprietary company limited by shares under the Corporations Act and is expected to operate commercially.

Onstream is governed by a Board that comprises the Chairperson, who is also the common Chairperson for the three Regional Corporations, two Directors and the Regional Corporation's Chief Executive Officers.

Onstream has two clear business drivers –

- The provision of effective and efficient shared service functions for the water industry clients; and
- The facilitation of state wide outcomes to ensure sustainable Tasmanian water and sewerage industry and the achievement of community and stakeholder expectations.

Onstream services are expected to exhibit economies of scale or support the management of business risk or deliver consistency in the provision of water and sewerage services in all regions where this would result in regulatory, planning or consumer benefit(s).

Over time Onstream is intending to provide services to other clients on a commercial basis.

Revenue Services Officer

Reporting to the Revenue Services Coordinator, the Revenue Services Officer is responsible for various duties essential to the daily residential billing and receipting process in the collection of water and sewerage charges.

The Revenue Services Officer operates within agreed processes and procedures to provide efficient and effective revenue services to Onstream, the three regional water corporations and new clients under the direction of the Manager Revenue Services and Revenue Services Coordinator.

Key Responsibilities and Duties

- Undertake daily billing services processes incorporating, but not limited to, invoicing, escalated billing enquiries, accounts receivable, debt collection, sundry debtors and reconciliation procedures.
- Direct Debit processing and administration.
- Receipting and reconciliation.
- Administrative tasks including 'return to sender' mail management.
- Active participation in process and change management.
- Efficient response to customer and client enquiries.
- Applying the Corporations hardship policy by negotiating payment plans with aged debtors as part of the overall debt collection process.
- Responding to, and communication with revenue services stakeholders, including the customers of the regional water corporations, councils and the regional corporations.
- Ensure compliance with internal policies and Legislative requirements.

The successful applicant will be required to complete a National Security / Criminal Record check.

Selection Criteria

Qualifications and Experience

- A minimum 2 years proven experience in a finance/accounts role with property rating or billing experience.
- Experience in the operations of automated billing and accounting systems, preferably in a utility or local government environment.
- Demonstrated knowledge of billing practices, preferably with the water and sewerage industry or local government.
- Demonstrated experience in debtor handling.
- A basic understanding of accounting practices and procedures will be favourably looked upon, but not essential.
- Proven experience in the provision of exceptional customer service to internal and external clients and customers.

Skills and Competencies

- Proven capacity for problem solving and decision making in a business context.
- Demonstrated ability to take ownership and accountability for tasks undertaken.
- Analytical, computer and problem solving skills.
- Strong attention to detail.
- Demonstrated ability to communicate at all levels both orally and in writing.
- A demonstrated and motivated approach to work including the ability to prioritise, meet deadlines, work under pressure and independently.
- Demonstrated ability to work in a team environment.
- Knowledge of Occupational Health & Safety and Environmental regulations and related work practices.

Working arrangements

- Employment Agreement
- Full-time.
- 38 hour week.
- Salary progression based on annual performance review.
- Hours of work flexible to meet responsibilities and requirements of the position.
- Interstate travel may be required.

Working environment

Onstream is a smoke free work environment.

Onstream is committed to high standards of performance in relation to occupational health and safety and the provision of equal employment opportunity and environmental management.

All prospective employees are required to undertake a pre-employment health assessment.

All employees are expected to participate in maintaining safe working conditions and practices and to promote and support the principle of fair and equitable access to employment or promotion, personal development and training and the elimination of workplace harassment and discrimination.

All employees have a level of responsibility for environmental management and they should make themselves aware of Onstream's Environmental Policy. Sufficient environmental education/training will be provided to enable employees to understand this policy and their responsibilities and to be able to meet these responsibilities at all times.

All employees are to ensure that Onstream's assets and operations and members of the public and their property within areas of their responsibility are adequately protected through appropriate and effective risk management and loss control programs and measures.

Onstream is committed to the risk management principles as contained in its Risk Management Policy. As part of this, Onstream encourages and supports its employees to identify and act upon opportunities to minimise security risks and public risk and any adverse occupational health and safety and environmental impacts and issues. Resources will be provided to act upon these.



19/2/2010

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Signed : **Dr Christine Mucha**
 Chief Executive Officer

Date