



Trainee Revenue Officer

Section: Financial Services

Salary point: Trainee Rate as per the PSC Enterprise Agreement

Position number: PSC1182

Last updated: September 2026

Position objectives

To assist the Revenue Team in maintaining a rating and debtors system, ensuring the prompt and accurate issue and collection of Council rates, charges, fees, and miscellaneous debts.

PSC values



Respect: Creating a unique, open and trusting environment

Integrity: Being honest and taking responsibility for our actions

Teamwork: Working together as one Council to support each other

Excellence: Improving the way we work, to meet future challenges

Safety: Providing a safety focused workplace culture

Key responsibilities

Responsible for contributing to an effective team providing professional services including:

- Processing of BPAY, BPOINT and Australia Post receipts
- Processing levy adjustments, pensioner concessions, direct debits and refunds
- Maintenance of rate, valuation and customer registers
- Sundry debtor account invoicing
- Answering customer phone and written enquiries
- Issuing rating certificates for property conveyancing.
- Reconciliations and collection processes for overdue rates and debts

Key accountabilities

The Trainee is accountable for following instructions given by the delegated supervisor for completion of tasks and works within

Council's Policies and Procedures, as defined in the Local Government Act and other relevant legislation.

The Trainee is required to commit and attend the course as prescribed under their Training Contract

Extent of authority

Tasks are performed under the direct supervision of financial services staff.

Judgement and decision making

Judgement and decision making is limited and coordinated by other workers.

Skills, knowledge and capacity

Organisational

- Demonstrated commitment to a customer service culture and delivery of quality service;
- Understanding of the Australian Business Excellence philosophy
- Conduct that demonstrates to others Council's commitment to Respect, Integrity, Teamwork, Excellence and Safety
- Commitment to be aware of and comply with Council's policies, procedures and management directives and with the Model Code of Conduct for Local Councils in New South Wales

Interpersonal

- Ability to communicate effectively with colleagues and customers to gather information about their needs and to provide services
- Time management skills with the ability to work on multiple tasks
- Ability to listen to and follow complex instructions
- Commitment to ongoing learning and self-development
- A flexible approach to a diverse work environment, displaying a professional image at all times

Qualifications and experience

- Commitment to the completion of tertiary business or accounting qualifications
- Ability to work in a busy environment
- Class C Driver's License or access to reliable transport for attendance at both work and external training providers

Capability Framework level: Foundational

Personal attributes	Relationships	Results	Resources
• Manage self • Displays resilience and adaptability • Act with integrity • Demonstrate accountability	• Communicate and engage • Community and customer focus • Work collaboratively • Influence and negotiate	• Plan and prioritise • Think and solve problems • Create and innovate • Deliver results	• Finance • Assets and tools • Technology and information • Procurement and contracts

Position description approval

Employee

Date