

Position Description (Employee)

Business Support Officer - Rates

Division	Finance and Procurement
Business Unit	Revenue & Payments
Grade/Band	3
Date position description approved	September 2026

The City of Sydney

Our people are passionate about their communities and connected to their teams. They're motivated by our genuine commitment to diversity and inclusion, demonstrated by our clear, compelling plan for our global city: [Sustainable Sydney 2030 – 2050 Continuing the Vision](#).

Caring for our city, creating a future for all is our purpose. No matter the role we play, caring for our communities, environment, work, and people is our foundation. We're passionate about our city: its venues, facilities, open spaces, and everything we do to make it a great global city. And our people: our commitment to social justice so no one gets left behind.

Our values

We have 3 values that guide our everyday behaviours and reflect us at our best.

Make a difference: We care about our community and strive to be our best every day. We act with integrity in the best interests of our city and colleagues.

Better together: We do our best when we listen to the voices of others and work as a team. We celebrate our diversity, finding ways for everyone to belong.

Embrace possibilities: We encourage curiosity and are open to new ideas. We challenge ourselves to find the best solutions for our city and our organisation.

Primary purpose of the position

To provide the Accounts Receivable Manager and Finance Unit with high quality, accurate, timely processing of data and ensure effective communication, administration and co-ordination in the recovery of the sundry debts, processing name, address, property and contact details for the delivery of notices and invoices, and other duties as directed by the supervisor.

Key accountabilities

- Processing high volumes of rate notice delivery data, maintaining information in accordance to NAR (name and address) standards and across modules as required, in a timely and accurate manner.

- To investigate appropriate debtor contact details when mail is returned as undelivered, and maintain debtor and ratepayers' information in a timely and effective manner to ensure correct service of the invoices and notices
- Assist with ensuring sundry debtor invoices, credit notes and adjustments are raised in accordance with Council's policies and procedures.
- Address customer enquiries promptly and effectively and utilise sound judgement to bring any potentially contentious issues to the attention of the Accounts Receivable Manager.
- Recover outstanding debts and rates in accordance with Council's policies and procedures and carry out debtor account reconciliations.
- To demonstrate effective interpersonal skills and maintain good working relationships within the organisation and with external customers and stakeholders
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behavior and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.

Key opportunities

- Delivering accurate and consistent work within a high-volume environment
- To respond to urgent work demands and meet strict deadlines
- To liaise with internal and external debtors to collect monies owed to Council in a professional and courteous manner on all matters relating to their accounts
- Maintain an understanding of GST legislation and ensure GST is accounted for correctly.

Key relationships

Who	Why
Internal	
Manager	Receive advice and report on progress towards business objectives and discuss future directions
External	
Stakeholders	Liaising externally with stakeholders, including residents, ratepayers, businesses, members of the public and government authorities in relation to debtor enquiries and debt collection

Essential Knowledge, Skills & Experience

- High level computer literacy and experience with high volume data entry with a proven track record of accuracy and attention to detail (basic Microsoft Excel knowledge would be advantageous)
- Highly effective interpersonal skills, including oral and written communication skills and the ability to communicate with a diverse range of customers at all levels
- Demonstrated ability to prioritise workloads to meet competing demands

- Highly developed teamwork and customer service skills
- Experience in debt collection is advantageous

Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for **employees** and managers which provide clarity, common language and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Foundational
	Demonstrate Accountability	Foundational
	Manage Self	Intermediate
	Display Resilience and Adaptability	Intermediate
Relationships	Work Collaboratively	Intermediate
	Communicate and Engage Respectfully	Intermediate
	Community and Customer Focus	Intermediate
	Influence and Negotiate	Foundational
Results	Deliver Quality Results	Intermediate
	Create and Innovate	Foundational
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
Resources	Finance	Foundational
	Technology and Information	Intermediate
	Assets and Tools	Foundational
	Procurement and Contracts	Foundational

**This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	• Understands what needs to be done and steps up to do it • Pursues own and team goals with drive and commitment • Shows awareness of own strengths and weaknesses • Asks for feedback from colleagues and stakeholders • Makes the most of opportunities to learn and apply new skills
Relationships Work Collaboratively	Intermediate	• Encourages an inclusive, supportive and co-operative team environment • Shares information and learning within and across teams • Works well with other teams on shared problems and initiatives • Looks out for the wellbeing of team members and other colleagues • Encourages input from people with different experiences, perspectives and beliefs • Shows sensitivity to others' workloads and challenges when asking for input and contributions
Results Deliver Quality Results	Intermediate	• Takes the initiative to progress work tasks • Clarifies work required and timeframe available • Identifies what information/resources are needed to complete work tasks • Checks own work for accuracy, quality and completeness • Completes tasks under guidance, on time and to the required standard
Results Plan and Prioritise	Intermediate	• Participates constructively in unit planning and goal setting • Helps plan and allocate work tasks in line with team/ project objectives • Checks progress against schedules • Identifies and escalates issues impacting on ability to meet schedules • Provides feedback to inform future planning and work schedules