

Position Title:	Revenue Officer
Reports To:	Financial Controller
Location:	Launceston
Instrument:	Water Industry Award 2020
Award Classification:	Level 5
Salary Band:	Subject to Experience
Employment Basis:	Full Time
Hours of Work:	38 hours per week / Monday to Friday, 8.30am to 5.00pm

Organisation

Tasmanian Irrigation Pty Ltd (TI) is the State-owned Company responsible for developing and operating irrigation schemes, typically funded through public / private partnerships. Our difference is that we address water security issues for farmers by providing water at an average reliability of 95% through managing hydrological risks in a variable climate. All irrigation schemes have strong community endorsement and operate collegiately with community representation.

Since Tasmanian Irrigation was established in 2008, the Company has taken over management of a range of inherited assets, including dams, irrigation schemes and river works, constructed 16 new irrigation schemes, and advanced planning on a further six schemes.

By 2030, Tasmanian Irrigation expects to manage a portfolio of irrigation infrastructure valued at more than \$900 million, capable of delivering 236,000 megalitres of water via 1,786km of pipeline, 49 pump stations, 15 dams and three power stations.

Role Purpose

The Revenue Officer is responsible for the accurate and timely delivery of billing and accounts receivable functions, ensuring compliance with scheme rules, contractual obligations, and organisational policies. The role maintains the integrity of financial data and systems, supporting reliable revenue recognition and strong financial governance.

The position also plays a key role in customer engagement and debt management, working proactively with stakeholders to resolve billing issues, recover outstanding debts, and continuously improve billing processes and practices. Through collaboration and support across the finance function, the role contributes to efficient financial operations and a high standard of customer service.

Key Responsibilities

1. Billing & Revenue Administration:

- Coordinate and deliver accurate scheme billing, including fixed and variable charges, interest, and ad hoc/manual adjustments in line with scheme rules, contracts, and policies.
- Ensure accuracy and integrity of customer master data and billing system configuration.
- Generate invoices and customer statements in a timely manner.

2. Accounts Receivable Management:

- Manage the end-to-end accounts receivable function, including payment allocation, account reconciliation, and maintenance of the AR ledger.
- Monitor overdue accounts and lead proactive engagement to recover outstanding debts.
- Manage hardship applications and establish payment arrangements where appropriate.
- Resolve complex customer account issues and discrepancies.

3. Debt Recovery & Policy Contribution:

- Support and implement debt recovery processes, including dispute resolution and escalation where required.
- Provide input into debt recovery policies and procedural improvements.
- Prepare recommendations for write-offs and legal escalation in accordance with policy.

General Leadership and Management:

- Provide staff planning and management, includes but is not limited to:
 - facilitation of recruitment and onboarding processes,
 - general communication and direction,
 - individual performance planning and management, including feedback and coaching to support staff goals and position objectives,
 - support staff to identify and obtain suitable professional learning development opportunities based on role requirements,
 - support staff engagement, relationships and team attributes across TI, to foster a constructive and positive workplace culture.
- Oversee preparation of relevant department plans and budgets, including ongoing management and oversight of departmental spending in accordance with approved budget parameters.
- Ensure programs and staff work is undertaken in accordance with TI policies, support the implementation of new policy's as required.
- Undertake any additional duties as assigned by the [manager], to support the objectives of the [department] and Tasmanian Irrigation as needed.

Level of Accountability

Performance of the role must be undertaken with the highest of integrity, in accordance with TI's Delegations of Authority, in the context of a government-owned business. The Revenue Officer works with a moderate level of autonomy, planning and prioritising work to meet billing cycles, reporting deadlines and customer service expectations. Guidance and escalation support is available from the Financial Controller on complex matters, policy interpretation, customer disputes or issues with potential financial, legal or reputational impact.

All tasks must be completed within required timeframes, to a high standard, and in accordance with TI policies and procedures. Actively engaging in reflective practices and receiving feedback is required to promote continuous improvement and to lead individual professional development objectives.

Organisational Relationships

Reports to: Financial Controller

Direct Reports: Nil

Key Internal Relationships: Finance team (including Financial Accountant, Management Accountant and Commercial roles), Customer & Operations teams, Water delivery & Scheme Operations staff, Commercial and Governance teams as required

External Relationships: Customers/Irrigators, External debt recovery agencies, Financial institutions and payment service providers, external auditors, legal service providers

Leadership Teams: Nil

Knowledge, Experience & Qualifications

Required:

- Demonstrated experience in accounts receivable and billing functions, including debt management, reconciliations, and revenue administration.
- Sound knowledge of financial systems, data integrity controls, and accounting principles relevant to revenue recognition.
- Experience interpreting and applying policies, contracts, or scheme rules in a financial or operational context.
- Proven ability to manage customer interactions and resolve complex billing or account issues in a professional manner.
- Demonstrated experience supervising or leading staff, including performance management, coaching, and team coordination.

Desired:

- Tertiary qualification in accounting, finance, business, or a related discipline.
- Experience working in a utility, government business enterprise, or regulated environment.
- Familiarity with debt recovery processes, including hardship arrangements and legal escalation pathways.
- Experience contributing to process improvement initiatives, particularly in billing or financial operations.
- Knowledge of financial management systems and enterprise resource planning (ERP) platforms.

Respectful and Safe Workplace

Employees are expected to contribute to a workplace culture that is safe, respectful, and inclusive. This involves modelling behaviours that reflect TI's values, complying with and promoting safety procedures, and taking shared responsibility for identifying and managing risks to health, safety, and wellbeing, including psychosocial hazards. Employees are to encourage open communication, treat mistakes and near misses as opportunities for improvement, and support mental health and wellbeing initiatives.

Equally, employees must foster a respectful environment by demonstrating professional conduct, valuing diversity of thought, and ensuring interactions are free from bullying, harassment, discrimination, sexual harassment, sex-based harassment, victimisation, or occupational violence. All employees are required to take appropriate action to uphold TI's zero-tolerance approach to behaviours that compromise a safe and respectful workplace.

In accordance with its Recruitment Policy, Tasmanian Irrigation is committed to selection procedures based on merit, qualifications, experience and which are aligned to the key selection criteria of the role. As such, applications for this role should address the Key Selection Criteria below in order to demonstrate their ability to fulfil the key duties and responsibilities outlined.

Key Selection Criteria:

1. **Technical Expertise in Billing and Accounts Receivable** - Demonstrated ability to deliver accurate and timely billing and manage end-to-end accounts receivable processes, including reconciliations, payment allocation, and ledger integrity.
2. **Financial Accuracy and Data Integrity** - Strong attention to detail and ability to maintain high standards of data accuracy across financial systems, ensuring compliance with policies, contracts, and governance requirements.
3. **Customer Engagement and Issue Resolution** - Proven ability to build effective relationships with customers and stakeholders, and to resolve complex billing issues, disputes, and account discrepancies.
4. **Debt Management and Recovery** - Experience in monitoring overdue accounts and implementing proactive debt recovery strategies, including negotiation of payment arrangements and escalation where required.
5. **Leadership and Team Management** - Demonstrated capability to lead, support, and develop staff, including performance management, coaching, workforce planning, and fostering a positive team culture.
6. **Continuous Improvement and Policy Contribution** - Ability to identify opportunities for process improvement and contribute to the development and implementation of policies and procedures that enhance financial operations.