



Position Overview

Position Title	Revenue Operations Manager
Business Unit	Revenue Assurance
Remuneration Type	Total Rewards
Reports to	Manager Revenue Assurance
Direct Reports (role)	Revenue Operations Officer
Location (s)	Northern Corporate Centre, Maroochydore
Leadership Capability	uLead Tier 4
Delegation Level	Level 4
Total operating expenditure budget	\$5M
Total capital expenditure budget	Not applicable
Total revenue / sales	\$550M
Total payroll budget	\$250k

Our Values



INNOVATION

We seek new ways of doing things better



HONESTY AND INTEGRITY

The work we do is always and only in the best interests of our customers, stakeholders, community and the environment



RELIABILITY

We mean and do what we say



ONE TEAM

No one succeeds at the expense or exclusion of others



EFFICIENCY

We don't waste time, money or effort



SAFETY

We think, walk and talk safety every day



Position Purpose

Unitywater's revenue stream arises from two sources – Fees and Charges, and Utility Revenue.

As a member of Customer and Community Leadership Team, the Revenue Operations Manager will contribute to Unitywater's operations and will lead the team charged with managing back office revenue functions and improving the operational efficiency of the overall revenue function.

The Revenue Operations Manager is accountable for:

- Management of the Service Provider contract.
- Management of payments, billing and data maintenance.
- Policy development for the revenue area.
- Forecasting and modelling of revenue streams.
- Management of all revenue reconciliations.

Position Accountabilities

Key functions of the role include:

Revenue Modelling

- Manage revenue budgeting, forecasting and price/tariff modelling.
- Liaise with the Treasury in relation to cash flow and debtor projections.
- Liaise with Treasury and Corporate Strategy to accommodate changes to prices, fees and charges, and tariffs.
- Respond to costing queries
- Monitor, advise and respond to market influences, technology and behaviours relating to customer billing and payments.

Revenue Operations

- Manage all areas of payments, and data maintenance.
- Overview and manage "escalated" service provider and customer issues, including dispute resolution.
- Manage the twofold reconciliation process - Revenue System matched to payments received from customers and Revenue System payments matched to Unitywater's General Ledger, as an input into the Finance area's bank reconciliation process.
- Manage the collection of the Pensioner subsidy currently offered by the State Government.



- Manage remission of consumption revenue to Councils, where applicable.
- A Service Provision Contract is utilised, and compliance is supervised by the Revenue Operations Manager.

Policy and Process Development

- In consultation with the Revenue Assurance Manager and other Business Unit Managers develop Revenue related policies and guidelines designed to assist customers and improve internal business processes.
- Ensure that all activities of the Revenue Operations Team comply with Unitywater's Workplace Health and Safety, Policies and Procedures.

General

- Participate in Unitywater safety audits and inspections to demonstrate visible safety leadership and participation.
- Such other relevant duties as required from time to time which would generally fall within the skill and knowledge requirements for this position.

Key Relationships

Key working relationships internal and external to Unitywater are:

- Manager Revenue Assurance
- Revenue Operations Officer
- Customer and Community Team
- Operational contract management of our Service Provider
- Regional Council representatives relating to property, billing and accounts
- Concession Services (State Government)
- Unitywater Treasury
- Unitywater Technology and Business Solutions
- Unitywater Business Intelligence

Capability Requirements

Mandatory Requirements of this role are:



- Bachelor's Degree in Business or related field.
- C Class Drivers License.

Within the context of the duties and accountabilities described above, the ideal applicant will be someone who has:

- Membership of Professional Association (desirable).
- In depth experience in the management of a revenue/billings function within a water or other utility, electricity or gas retailer or an organisation with high volume transactional billing environment.
- Broad experience in the management of an organisation's revenue/accounts function where the tariff regime and systems are complex.
- Well-developed problem solving skills.
- Sound leadership skills.
- Ability to influence others to pursue specific outcomes.
- Capacity to communicate effectively both in person and in writing with all levels of the organisation and with customers.
- Sound capacity to develop and lead a team from its formation to maturity.