



Role Statement

Role title	Taxation Officer	Classification	AS02
Branch	RevenueSA	Type of Appointment	Temporary
Section	Contact Centre	Position Number	Multiple
Approved by	Commissioner of State Taxation	Date	2026

Department of Treasury and Finance

The Department of Treasury and Finance is the lead agency for economic, digital and financial policy outcomes.

We play a vital role in providing financial services to the community and economic and fiscal policy advice as well as digital services to the Government of South Australia.

The Department of Treasury and Finance actively promotes flexible working arrangements and values diversity in the workplace.

Our Purpose

We are *the Government's trusted fiscal, economic, digital and policy advisor*.
We work to ensure *South Australia is a thriving, prosperous State now and in the future*.

Who we are



Talented, Clear Eyed and Curious

We are analytical, evidence based, innovative and creative.



High Performing

We are known for achieving successful and timely outcomes.



Trusted Partner

We work better together. We lead, partner, and collaborate to help solve the big challenges.



Agile

We organise around opportunities critical to our state and are flexible in responding to challenges.



Fulfilled and Fun

We take the work seriously and ourselves less so - we support each other in the pursuit of excellence and make Treasury a great place to work.

What we are known for

A world class Treasury and Finance.
A high performing agency that seizes opportunities, addresses the big challenges, and is a destination employer providing rewarding careers.

Branch/Section

RevenueSA, through the Commissioner of State Taxation, is responsible for the management, collection and enforcement of South Australia's taxation revenue, management of various grant schemes, management and collection of the fixed property component of the Emergency Services Levy (ESL); and management of government rebate incentive schemes.

The revenue collected (apart from ESL which specifically funds the provision of emergency services), is used by the Government to fund the provision of essential services including public health and safety, education and law and order for South Australian citizens.

Working together to deliver contemporary and innovative revenue and grant services for the benefit of South Australia.

RevenueSA Communications team is the first line of contact for taxpayers/customers/representatives to communicate in either written or verbal format regarding their taxation matter.

What this role is responsible for

The Taxation Officer contributes to the achievement of RevenueSA's taxation objectives by performing a range of administrative and stakeholder contact tasks aimed at achieving RevenueSA's corporate outcomes and operational objectives.

Responsible for contributing to the successful achievement of business objectives by:

- Revenue Assessing, Collection and Compliance is accurate and timely.
- Taxpayer/Client Service is high quality.
- Records Management is effective and data integrity is high.
- Resource Management (staff, systems, outsourcing) is effective and efficient.
- Operational policy and Procedure is up to date, clear, concise and effective.
- Working relationships with related areas are strong.
- Staff selection, development and motivation.
- Achieves high levels of knowledge, skill and performance.
- Continuous Improvement and best practice are primary operational principles.
- Regular formal reports are produced.

Who this role reports to

Taxation Officer reports to a team leader or person in a similar position.

Key Relationships/Stakeholders

- Contact Centre Manager and Team Leaders.
- Customers of RevenueSA.

Special Conditions

- Applicants will be required to undergo the appropriate and relevant employment screening assessment(s) required for this role in line with the department's Employment Screening Policy.
- This role requires:
 - National Police Check
 - Working with Children Check
 - Security Clearance (including Baseline, Negative Vetting Level 1 or Level 2, Positive Vetting)
 - Other:
- Some out of hours work may be required. Intrastate and interstate travel may be required.
- The incumbent will be required to participate in the Departmental Performance Management Program.
- The incumbent may be required to be assigned to other positions at the same remuneration level across the department.
- Rostering requirements exist, starting and finishing times will be set according to business needs.
- An individual recommended for employment to a position in RevenueSA will be subject to a satisfactory criminal history record check being conducted in accordance with the DTF Pre-Employment Screening (Criminal history/record check) Policy and Procedure. Disclosure of any pending charges is mandatory. Previous criminal conviction or pending charges will not necessarily preclude employment.

Essential Expertise

- Demonstrated experience in the application of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.
- An understanding of the legislative requirements of the *Work Health and Safety Act 2012*.
- An understanding of and ability to work to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.

Proven ability to:

- Provide a high level of service, including the ability to manage professional relationships and communicate effectively verbally and in writing.
- Acquire, understand and apply knowledge, policy and procedures.
- Interpret data presented in various forms, including identifying errors and inconsistencies.
- Work effectively as part of a team, including professionalism, reliability, flexibility and initiative.
- Manage a complex and diverse personal workload.
- Work under limited supervision.
- Knowledge of, or demonstrated ability to acquire the knowledge of, the Acts & Regulations administered by RevenueSA.
- Sound knowledge of general office procedures within the SA public sector.