

Position description

Position title	Telco Billing Officer
Position number	201225
Classification level	B
Group	Telecommunications
Reports to	Senior Finance Manager
Location	1010 La Trobe Street, Docklands
Date	July 2025
Tenure	Permanent full time

Our organisation

VicTrack is custodial owner of Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

Our business groups

Our business is made up of two specialist delivery groups – Property and Telecommunications – supported by Corporate Services, Strategy & Transformation and the Office of the Chief Executive.

Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

Dimensions

Reporting relationships

The Telco Billing Officer reports to the Senior Finance Manager, Telecommunications.

Budget

N/A

Other

N/A

Purpose of the position

The Telco Billing Officer supports the Senior Finance Manager to manage the billing processes for the Telecommunications Group, to enable effective management of the debt management processes, and to enhance economic sustainability for VicTrack.

Key accountabilities/functions

- Process major VicTrack controlled billing batches including invoicing, ensuring integrity and accuracy of data integration between the billing system and the financial system.
- Process all billing invoices for Telco using the billing and financial systems and distribute accurate invoices to customers with necessary supporting data in a timely manner.
- Process debt collection tasks and administer the aged debt process as requested. Recommend possible write-offs ensuring debt level meets operational needs.
- Implement processes to ensure credit terms and limits are appropriate for new and existing customers.
- Assess financial positions for key customers in a timely manner and monitor material changes.
- Assess customer queries using knowledge of applicable systems to analyse queries and respond to all relevant stakeholders.
- Provide support to the Senior Telco Billing Officer and Credit Controller in day-to-day billing tasks.
- Assist other business units on customer billing enquiries.
- Provide recommendations for improvements to billing processes to improve data quality as required. Update and maintain internal billing policies and procedures to ensure ongoing compliance.

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety
- be aware of the railway safety requirements associated with their duties and responsibilities
- take whatever action is possible to prevent unsafe conditions and/or incidents
- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

Individual attributes

Knowledge and experience

- Previous experience in billing and debt management functions
- Extensive proven accounts department experience
- Excellent knowledge of accounts payable and receivable procedures
- Good technical knowledge, and/or telecommunications industry experience (desirable)
- Public transport experience (desirable)
- Experience in process improvement in driving productivity and efficiency gains
- Working knowledge of databases

Skills

- Advanced skills in Microsoft Excel and Word as well as proprietary SQL based software such as Pre-processor and TBIMS
- Ability to work in a highly hands-on high-volume environment to deliver accurate and timely customer invoices
- Demonstrated communication and people skills in managing stakeholder relationships
- Ability to investigate, analyse, provide options and solve problems at their root-cause
- Attention to detail, accuracy and the ability to problem solve
- Demonstrated experience in communication and negotiation skills to deal with customers in relation to outstanding debts and their payment
- Demonstrated ability to work in a team environment and contribute positively to team goals

Interpersonal and other features

Internal relationships

- All VicTrack employees
- Other business units within the Telecommunications Group, in particularly the Delivery team
- Telecommunications Group Managers
- Corporate Services Finance team

External relationships

- All VicTrack customers
- Vendors and/or suppliers
- External customers' Accounts Payable and other departments