

POSITION DESCRIPTION

Position Title:	Name and Address Register Officer	Position Code:	NARO
Division:	Corporate Services	Grade:	D
Location:	Dubbo/Wellington	Hours/Week:	35
Reports to:	Revenue Accountant		
No. Direct Reports:	Nil	No. Indirect Reports	Nil

Primary Purpose of Position

The Name and Address Register Officer is responsible for maintaining the accuracy and integrity of Councils central Name and Address Register and ensuring Councils rating database is accurate by processing Notice of Sale/Transfers, change of address requests, pension verifications and for signing Section 603 Certificates.

Key Accountabilities / Duties

Key Result Area	Primary Activities
Name and Address Register	<ul style="list-style-type: none"> Ensure that the accuracy and integrity of the Central Name and Address Register (NAR) is maintained. Ensure records are compliant with Council's Name and Address Standards and amend as required. Ensure NAR standards are met providing training to other staff as required. Review duplicate NAR records and merge where appropriate.
Ownership/Address Details	<ul style="list-style-type: none"> Process Notice of Sale/Transfers issued by Land and Property Information NSW ensuring Council's property ownership records are accurate. Process change of address requests received by Council ensuring Council's database is accurate. Update Council's records with e-mail address details provided by customers. Investigate returned mail to determine appropriate mailing address.
Pensioner Concessions	<ul style="list-style-type: none"> Review, approve and process pension concession applications that are completed in accordance with the Local Government Act 1993. Undertake quarterly verification of concession entitlement with Centrelink and the Department of Veterans affairs prior to issue of rate notices or quarterly instalment notices and process abandonments where required. Ensure Pension Concession abandonments are processed upon change of ownership or address.
Section 603 Certificates	<ul style="list-style-type: none"> Generate and sign Section 603 Certificates ensuring accuracy and timely distribution.

Key Accountabilities / Duties

Supplementary Rate Levies	<ul style="list-style-type: none"> Assist with the processing of supplementary levies for additional/amended Domestic Waste or Waste Management charges.
Authority Module Champion	<ul style="list-style-type: none"> Module Champion for Authority Name and Address module.
Customer Service	<ul style="list-style-type: none"> Provide a high level of customer service to internal and external customers. When based in the Wellington Office undertake the provision of customer service at the front counter as required.
Correspondence	<ul style="list-style-type: none"> Prepare correspondence regarding Name and Address Register and Rating matters Support Revenue Accounting team preparing correspondence regarding Revenue Accounting matters, maintaining templates and undertaking mail merges where required.
Maintenance Council's Website	<ul style="list-style-type: none"> Update information relevant to Revenue Accounting on Council's Website as required.
Filing	<ul style="list-style-type: none"> Filing of NAR/rating related records in HPE Content Manager.
Revenue Accounting Team Support	<ul style="list-style-type: none"> Provide support and relief to Rates Officers and Water Billing Officer as required. Participate and contribute to an effective and productive team. Assist in any other matters as requested by the Revenue Accountant, Manager Financial Operations or the Director Corporate Services.

Inherent Requirements of the Position

- A large majority of this role is office based, using computers/electronic systems, thus an inherent requirement of this position is the ability to complete sustained periods of work sitting at a desk utilising computers/electronic systems or other office based equipment

Selection Criteria

Essential

- High levels of administrative, organisational skills and customer service skills
- Demonstrated skill and experience in maintaining a database
- Effective written and oral communication skills
- Knowledge and experience in the use of PC based office application software especially Microsoft applications including Word and Excel
- Demonstrated ability to work independently and in a team environment

Desirable

- Certificate IV in Business, Finance, Administration or relevant discipline
- Knowledge of rating provisions of Local Government Act 1993.

Organisation Wide Accountabilities

Corporate Values	<p>All employees have a responsibility to uphold the values of Dubbo Regional Council being:</p> <ul style="list-style-type: none"> • Customer focused: We are passionate about serving our community and creating a great place to live • Integrity: We act with integrity and professionalism and we are accountable to deliver the results we promise • One team: We work as one team and partner with others to deliver more than we can achieve alone
Work Health and Safety	<p>All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:</p> <ul style="list-style-type: none"> • Complying with Council's WHS policies and procedures • Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others • Reporting any potential hazards, incidents or injuries to their Supervisor or People, Culture & Safety within 48 hours • Participating in any WHS consultation arrangements • Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace • Correctly using all personal protective equipment • Complying with emergency and evacuation procedures and site rules if applicable • The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy
Sustainability	<p>Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.</p>
Code of Conduct and Equal Employment Opportunity	<p>Staff will, at all times, adhere to:</p> <ul style="list-style-type: none"> • Council's adopted Code of Conduct. • Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.

Acceptance:

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: