

Position Description



Position Title:	Rates Property Officer
Position Number:	RTLC01
Purpose of Position	Within a team environment provide excellent customer service to Council's ratepayers and other relevant parties. Contribute to the efficient and accurate maintenance of Councils database systems.
Grade of Position:	Band 3 May be responsible for supervising staff in operational duties or for work requiring the application of trades, administrative or technical skills.
Hours of Work:	35 hours per week
Department:	Corporate
Section:	Revenue
Position Reports to:	Revenue Accountant
Number Supervised:	0
Approved by:	Director Corporate Date: July 2015

CONTACTS

Key Contacts Within Department

- Revenue Accountant
- Other Rates Officers
- Records Officers
- Land Information Officers

Key Contacts in Other Departments`

- Customer Service Officers
- Other Council Staff using Council's corporate database systems

Key Contacts Outside Council

- Ratepayers, Real Estate Agents, Department of Lands, Solicitors, Company Secretaries

Budget Allocation: N/A

EMPLOYEE DECLARATION

I will comply with the requirements of this Position Description.

Name:

Signature:

Date:

GENERIC OUTPUTS OF POSITION

- **Comply with WHS Legislation, Policies and Procedures**
 - Maintain a high standard of housekeeping and a safe work area
 - Identify and report all Hazards for your area
 - Wear required Personal Protective Equipment (PPE)
 - Participate in the development and review of Risk Assessments
 - Adhere to control measures and safe systems of work
 - Report all Incidents and Near Misses
 - Meet in reporting timeframes
 - Comply with the Return to Work Program
- **Comply with EEO and Anti-discrimination Legislation, Policies & Procedures**
 - Act to prevent workplace harassment, discrimination and bullying
 - Report known incidents of workplace harassment, discrimination and bullying
- **Comply with Council's Code of Conduct and Values**
 - Comply with Council's Statement of Business Ethics
 - Behave ethically and transparently
 - Contribute towards the achievement of Council's strategic plans
 - Lead by example
 - Support sustainable programs and activities
 - Learn and comply with Council's strategies, policies and procedures
 - Act with care for the local environment and community
 - Take responsibility for your actions
 - Care for Council's people, assets and finances
 - Use and maintain Council's corporate systems
- **Comply with Document Storage Legislation and Procedures**
 - Store and maintain corporate records in Council's electronic document records management system in accordance with relevant standards, procedures and the State Records Act
- **Maintain Workplace Security**
 - Adhere to procedures for accessing and securing premises, keys, plant, vehicles, equipment, information and cash
- **Perform as a Team Member**
 - Productively contribute to the outcomes of work teams
 - Work cooperatively with team members and supervisor
 - Maintain an attendance record that contributes positively to team productivity
 - Carry out allocated tasks to standards required
 - Use good judgement and problem solving skills
 - Obey all lawful instructions
 - Attend and positively contribute to team meetings
 - Work cooperatively to achieve Work Plan timeframes and measures
 - Regularly review with supervisor own performance against required outcomes
 - Complete an annual performance assessment and Work Plan
- **Complete required learning and development programs**
 - Learn and share knowledge
 - Complete induction/re-induction program
 - Complete job-specific training programs
 - Complete relevant legislative-based training
 - Apply learning, knowledge and skills to enhance team performance
- **Comply with Council's Customer Service Policy and Standards**
 - Be accessible and provide customers with clear and accurate information
 - Deliver timely, punctual and reliable service to customers
 - Communicate with customers in a professional and courteous manner
 - Maintain a good flow of communication with customers
 - Manage customer enquiries, records and complaints
 - Complete all paperwork and on-line recording within required time limits
 - Maintain a high standard of personal grooming and hygiene

Position Description



ESSENTIAL CRITERIA TO BE ADDRESSED IN YOUR APPLICATION

1. Required Qualifications/Certificates

- Not Applicable for this position

2. Required Experience

- Demonstrated experience working with large databases
- The ability to gain knowledge and skills through on-the-job training
- Excellent conflict resolution skills
- Proficient in Microsoft Word, Excel and Outlook
- Local Government experience preferred

3. Required Skills

- Sound financial/accounting skills
- Analytical skills to aid in problem solving
- Proficiency in database maintenance
- Proficient in the application of standardised procedures and practices
- Ability to work under pressure to meet required deadlines
- Ability to gain cooperation and assistance from both internal and external stakeholders
- Prepare routine correspondence and reports
- Maintain good relationships with fellow staff and be able to resolve problems
- Work within a busy team environment
- Demonstrated knowledge and application of exceptional customer service principles

OPERATIONAL OUTPUTS OF PERSON IN POSITION

The Rates Officer, as part of a larger team, is responsible for contributing to the efficient and accurate maintenance of Councils corporate systems including:

- Actioning change of ownership, change of addresses and other notifications received (including sales data).
- Maintaining Council's Name and Address Register.
- Providing administrative support. This includes general clerical duties such as data entry, filing, collecting and sorting daily incoming mail.
- Ensuring the accurate and timely processing of pension rebates, pension maintenance and reports.
- Investigating and accurately processing waste services requests.
- Updating and maintaining rate, property and valuation records with all relevant information.
- Investigate and accurately process refunds/dishonoured cheques.
- Process and action financial journal adjustments as required and relating reconciliations and correspondence
- Process 603 Certificates in a prompt and efficient manner.
- Process direct debit applications and payments.
- Prepare and issue debtor invoices and statements as required
- Review and code payments for receipting as required.
- Assist in taking repayment agreements.
- Efficiently and accurately attend to returned rate notices.
- Generating appropriate and accurate correspondence.
- Other duties as requested within the limits of the incumbent's skill, competence and training.
- Assist in maintenance and implementation of Council's Financial systems.
- Assist in preparation of Council's Budget and Quarterly Business Reviews and financial analysis as required