

Position Description

POSITION TITLE		Rates Officer			
REFERENCE/POSITION NUMBER		COR2021			
DEPARTMENT		Corporate and Commercial Services	<div></div>		
ACCOUNTABLE TO		Manager Financial Strategy and Operations			
SUPERVISOR		Manager Financial Strategy and Operations			
DIRECTLY SUPERVISES		None			
INDIRECTLY SUPERVISES		None			
VOLUNTEERS SUPERVISED		None			
GRADE	11	STATUS	Permanent	TYPE	Full time
HOURS	35		LOCATION	Administration Building	
MOBILE PHONE	No		LAPTOP	No	
VEHICLE		No vehicle			
LAST UPDATED		21/02/2019			



RESPECT

We treat others as we expect to be treated
- in a fair and professional manner.



INNOVATION

We champion change in order to provide superior services to our community.



INTEGRITY

We are open, honest and ethical in our behaviours
- at all times.



TEAMWORK

We are one team - working together with trust and commitment to achieve shared goals.



EXCELLENCE

We aspire to be the best
- in everything we do.

OBJECTIVES

- To ensure that Council's rating system, including the levying, collecting and reconciling of rate income and the maintaining of rate records is administered in accordance with current legislation and Council policies.
- To effectively implement the recovery of debts to Council in accordance with legal statutes and Council policies.
- To promote the image of the Council as efficient, effective and courteous.

SELECTION CRITERIA

ESSENTIAL

- Completed Rates training courses with NSW Revenue Professionals or equivalent.
- Previous experience as a Rates Officer with proven ability to apply rating and valuation legislation.
- Proficiency with computerised rating software.
- Experience processing Supplementary Levies.
- Detailed knowledge of legislation and regulations affecting rating and valuations, including the Local Government Act 1993 and Regulation and the Valuations of Land Act.
- Effective conflict resolution and negotiation skills with the ability to deal with ratepayers and Accounts Receivable customers in difficult situations such as financial stress.
- Strong data entry skills and the demonstrated ability to accurately and efficiently input rates information.
- Proficiency with MS Office Suite.
- Strong written and verbal communication skills.

DESIRABLE

- Qualifications in Business, Commerce or Accounting.
- Experience using Authority software for rating purposes.
- Experience in debt recovery procedures.
- Working knowledge of conveyancing principles.
- Working knowledge of debt recovery procedures.

DUTIES

- Utilise computerised systems such as Authority and Excel to review and model Council's rating income, ensuring compliance with legislative requirements and make appropriate recommendations to Council, via the Manager Financial Strategy and Operations.
- Levy all rates and charges made by Council including modelling for ordinary rates and domestic waste charges.
- Administer the assignment of rating categorisation in accordance with the provisions of the Local Government Act.
- Coordinate the preparation of rate notices, instalment notices and reminder and final notices in accordance with the regulations of the Local Government Act, including any other additional material required by Council.
- Prepare and submit the Statement of Compliance and permissible income workpapers.
- Prepare Pensioner Subsidy Claim for submission to the Department of Local Government.
- Assist with the preparation of Council's Estimates and Budget in respect of revenue items.

- Liaise with NSW Land Registry Services and Property NSW to ensure all land values are correctly recorded for new and existing properties.
- Ensure the efficient application of Council's rates and charges in accordance with relevant legislation and Council policy.
- Calculate and prepare supplementary rate valuations and levies.
- Process rate and waste levy account adjustments, monthly reconciliations and pensioner rebate claims and applications.
- Reconcile the rates ledger on at least a monthly basis.
- Coordinate the recovery of debts to Council in accordance with legislation and Council policies, including liaising with Council's Commercial Agent and Solicitors and represent Council at the Local Court in regard to debt recovery matters.
- Ensure Council's computerised and paper based rating records are current, accurate and complete and meet audit requirements. These include the Authority System, Certificate of Compliance Returns, Pensioner Concession Subsidy and Pensioners Estimates.
- Process bank deposits, monthly/quarterly direct debits and monthly details from the Department of Housing.
- Prepare and issue Section 603 Certificates.
- Identify, develop and make recommendations to the Manager Financial Strategy and Operations to facilitate the implementation of improved customer service relating to rates and debt recovery including complaints handling processes.
- Answer inquiries about rates and debt related issues promptly and appropriately.
- Provide rates and debt related records, reports and statistics to, and on behalf of Council, as required.
- Develop and maintain a Rates Procedures Manual consistent with Council's policies.
- Provide ongoing training and support to Finance and Customer Service staff in relation to rating issues.
- Provide Customer Service staff with appropriate knowledge and procedures to provide initial response or collect relevant information to rating enquiries in the absence of the Rates Officer.
- Support the position of Debtors Officer as required.
- Ensure implementation and regular review of the WH&S/risk management practices within the area to ensure compliance with Council's policies, procedures and legislation and care of self and others in the workplace.
- Sign cheques and ensure presence of details and review EFT reports when required.
- Update database as required with changes of address.

CORPORATE RESPONSIBILITIES

RESPECT AND DIGNITY

All employees are required to:

1. Promote respect for others and fairness and equity, acting in accordance with principles of EEO and Anti-Discrimination
2. Demonstrate respect for others and contribute to a positive work environment
3. Take appropriate action to prevent bullying, harassment and discrimination of others
4. Identify and minimise exposure to risk for self and others

INTEGRITY

All employees are required to:

1. Comply with the Code of Conduct and all relevant legislative requirements, Council plans, protocols, policies and procedures
2. Work within budget and time constraints to optimise outcomes while balancing resource requirements
3. Apply policies, protocols and guidelines equitably and without personal bias
4. Model Council's Values
5. Use and protect Council's information, resources, equipment and systems in accordance with relevant protocols, policies and legislation

INNOVATION

All employees are required to:

1. Identify and, in consultation with their supervisor, initiate opportunities for improvements in processes and service and waste minimisation
2. Seek to understand and embrace relevant best practice and industry trends relevant to own work area
3. Participate in ongoing learning and embrace relevant technology and change

TEAMWORK

All employees are required to:

4. Actively share information, knowledge and skills with others to optimise organisational performance
5. Take interest in and provide feedback on corporate initiatives
6. Work positively and proactively with others, and to the best of your ability, to deliver organisational outcomes
7. Provide support and advice, to others, in own area of expertise

EXCELLENCE

All employees are required to:

1. Meet or exceed functional responsibilities and service level agreements described in position description and operational plans
2. Support and use contemporary frameworks designed to optimise systems and processes
3. Demonstrate an understanding of the needs of internal and external customers, as relevant to the role, anticipating and meeting their needs with the parameters of Council requirements
4. Ensure current competence and relevant accreditation/licencing
5. Follow safe and ethical practices to minimise risk to self and others
6. Actively participate in relevant training and seek opportunities for ongoing learning as applicable
7. Report incidents, illnesses and injuries immediately and take appropriate follow-up action if required

WORK, HEALTH AND SAFETY AND EQUAL EMPLOYMENT OPPORTUNITY RESPONSIBILITIES

In addition to the overall corporate responsibilities listed above and the statements below, you are required to perform your duties in accordance with this Position Description, Council's Code of Conduct, policies, protocols and procedures.

Work Health and Safety (WHS)

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm
- Participate in development of safe work methods and risk assessments with your supervisor when required
- Actively participate in WHS inductions and training when required
- Wear personal protective equipment (PPE) in the prescribed manner and when specified
- Participate in workplace inspections if required
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices
- Participate in emergency preparedness training, including any required knowledge for business continuity plans
- Report all hazards, near misses and damage to Council's property to the responsible Manager

Certificates of Competency / Licences

- Where required for the position, either by legislation or through Council's policies, protocols and procedures, maintain all certificates, licences, operative training etc for the group, and advise the responsible Manager of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses to the responsible Manager immediately
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable

Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to the responsible Manager

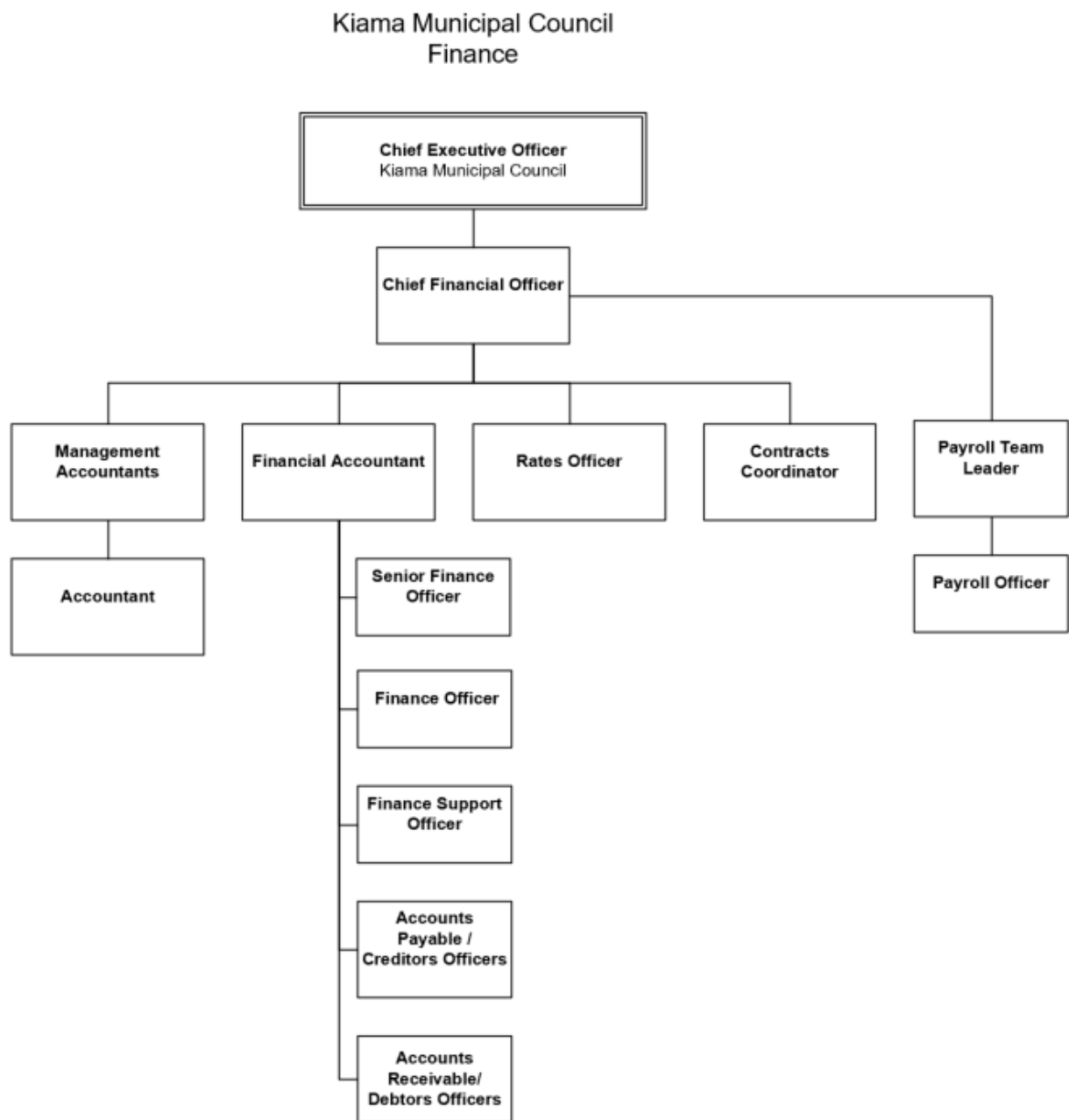
Equal Employment Opportunity (EEO)

- Work to the best of your ability and provide quality service to customers
- Recognise the skills and talent of other staff members
- Act to prevent bullying, harassment and discrimination against others in your workplace
- Respect differences among your colleagues and customers such as cultural and social diversity
- Treat people fairly - don't discriminate against, bully or harass them
- Work in keeping with the Kiama Municipal Council's EEO management plan and other EEO policies

DELEGATIONS	
FINANCIAL DELEGATION:	\$1,000
RESPONSIBILITY DELEGATION:	Act in Accordance with Instrument of Delegation
NO OF CONTRACTS MANAGED:	None
ANNUAL VALUE OF CONTRACTS MANAGED:	None
CONTROL AND MANAGEMENT OF EXPENDITURE PER ANNUM:	No responsibility
BUDGET DEVELOPMENT:	None

CONDITIONS OF EMPLOYMENT		
AWARD/AGREEMENT	Local Government (State) Award	
PROTOCOLS:	Employees are to comply with Council's Code of Conduct and Council protocols at all times.	
PRE-EMPLOYMENT REQUIREMENTS:	<ul style="list-style-type: none"> Physical and mental capability to perform the inherent requirements of the position 	
	<ul style="list-style-type: none"> Proof of ability to legally work in Australia 	
	<ul style="list-style-type: none"> Pre-employment screening to Australian Standards in Employment Screening. 	
	<ul style="list-style-type: none"> Criminal record check 	Yes
	<ul style="list-style-type: none"> Pre-employment medical 	Yes
	<ul style="list-style-type: none"> Working with children check 	No

REPORTING RELATIONSHIPS



I have read the above position description for my role; I accept the responsibility for achieving the above duties and understand that I am accountable for their achievement.

Employee Signature:

Date: Drop down for date