

LACHLAN SHIRE COUNCIL



Position Description

Position Title: Rates Officer

Position Number: 2210001.1

Department: Finance

Salary: Grade 10

Award: Local Government (State) Award as varied by the Lachlan Shire Council Enterprise Agreement

Responsible to: Chief Financial Officer

Supervises: Not applicable

Position Purpose: The Rates Officer is a key member of Council's Finance team delivering effective revenue and rates processing services and quality customer service. This position is responsible for all aspects of rating, water billing and debt recovery.

Position Objectives:

- Responsible for annual levy and accounting for rates, water billing and debtors recovery and debt collection
- Ensure accurate completion of relevant statutory returns
- Ensure property transfers and S603 certificates are processed correctly
- Process and reconcile general revaluations and supplementary land valuations
- Ensure water billing is conducted quarterly
- Ensure that Council meets its obligations in regards to pensioners claims and rebates
- Liaise with Council's GIS Officer to ensure the property system is maintained
- Prepare rating, water billing and debt recovery reports for management
- Communicate effectively with customers
- Carry out such duties that are within the limits of the employee's skill, competence and training

Performance Measures:

Performance measures for each of the outcome categories will be determined by the Chief Financial Officer in collaboration with the staff member at the completion of the first three months of employment. These measures will then form part of the staff member's formal Annual Performance Plan.

Essential Criteria:

- Local Government rating experience
- Relevant practical experience in bookkeeping/accounting
- Excellent written and oral communication skills
- Excellent customer service skills
- Demonstrated computer skills, with a strong background in Excel and business applications
- Ability to apply time management and forward-planning skills to achieve deadlines
- Ability to interpret and apply legislative requirements
- Demonstrated problem solving abilities
- Excellent negotiation and conflict resolution skills
- Understanding of EEO and WHS requirements

Desirable Criteria:

- Tertiary qualifications in accounting or progress towards completion
- Experience with the Civica Authority software
- NSW Rating Professionals Training
- Certificate IV – Frontline Management or equivalent
- Class C Drivers Licence

Strategic Focus:

- Actively participate in the strategic planning of the department assisting Council to achieve its goals and visions outlined in the Community Strategic Plan – Living Lachlan Style
- Playing an active role in identification and policy development for the organisation in relation to the Rating, Water Billing and Debt Recovery areas of responsibility.
- Work collaboratively across Council and assist with providing an efficient rating and revenue service

Leadership:

- Develop and organise rating, debt recovery and water billing training program for relevant staff which will assist in their understanding of these areas
- Highly developed time management skills, capacity to plan, organise and meet changing priorities
- Lead by example, promoting fairness, inclusion and equity in all undertakings
- Be respectful, open and transparent in deliberation
- Work with integrity
- Be an effective team member exhibiting flexibility, commitment and support

Accountability:

- Ensure that financial information and reports are provided in an accurate and timely manner
- Accurately and efficiently process supplementary valuations and supplementary levies within set timeframes
- Assist in meeting obligations in regards to pensioners claims and rebates
- Ensure a range of returns are prepared accurately and by their due dates
- Performance of all statutory obligations as required within allowed timeframes
- Council and the community are well informed of policies, procedures or guidelines that have been established
- Well-developed internal control procedures
- Promptly and accurately register and record all related correspondence into Council's TRIM records management system
- High level of confidentiality maintained at all times
- Council's policies and procedures fully complied with
- Ensure that work is of a high quality
- Documentation of actions taken to meet objectives

Engagement:

- Provide a high level of advice relating to rates and water billing and technical guidance to all departments of Council and external stakeholders
- Liaise with Council's external auditors to ensure compliance with the Local Government Act and Rating Standards
- Promote Council positively at work and in the community

Customer Service:

- Provide a strong commitment to responsive, accountable and friendly customer service
- Maintain co-operative and effective communication with staff, the general public, auditors, and governing authorities and departments
- Assist with the department's responsibilities in relation to Council's Customer Service initiatives

Knowledge:

- Knowledge of the Local Government Act; other relevant legislation;
- Knowledge of rating and charges practices
- Knowledge in valuation and/or rates processes and procedures including maintenance of information; and debt collection procedures and processes
- Knowledge of account balancing and reconciliation
- Understanding of the Local Government rating environment
- Working knowledge of Work Health and Safety
- Understanding of the Integrated Planning and Reporting Requirements for Local Government

Expertise:

- Experience in managing a computerised property and rating system
- Experience in preparing, monitoring and reporting on Council's budgets
- Proficient ability to use Microsoft Office suite of products
- Relevant practical experience in the rating field
- Well-developed time management and organisational skills
- Experience in Civica Authority software

Code of Conduct

At all times employees should act in a manner that promotes Council in a positive way and in accordance with the Code of Conduct at all times.

Work Health and Safety Obligations (for all staff):

- Assist in identifying hazards at the workplace and the assessment of associated risks and mitigation strategies
- Be aware of and follow Council's adopted risk management procedures when undertaking tasks and projects avoiding placing others persons at risk of harm or ill-health
- Follow all reasonable directions
- Report as soon as practical to supervisors any matter that relates to hazard identification or risk assessment; incidents or near misses that affect the Council's capacity to ensure a safe and healthy workplace
- In the event of a non-disturbance accident not, to disturb or interfere with the accident scene other than to rescue a person from the scene of the incident; or, take such steps as are necessary to prevent further harm to employees; or, render the scene of the accident safe for the purpose of inspection and if required WorkCover investigation

Incumbent: _____ Date: _____

Chief Financial Officer: _____

Please note that Position Descriptions are under constant review and may be changed after consultation, to reflect organisational requirements at any time.