

Property Valuations Officer

Reports to	Valuations Team Leader	Key Relationships or Direct Reports	Council Contract Valuers, Revenue Services Team & Valuer General Victoria.
Classification	Band 5		
Position number	331104		

What will you do?

Service Delivery

- Maintain Council's property database, in particular property assessment creations and street numbering.
- General maintenance of the property and valuation data on Council's property database for use by other Council departments.
- Gather and compile valuation data for the Valuer-General Victoria appointed valuers.
- Check and process supplementary valuation reports for Council's Revenue Services team to issue rate notices.
- Provide ad hoc administrative support for other valuations and property related functions (e.g. open space valuations, supplementary valuations, Council owned property valuations and GIS updates).

Systems and processes

- Assist in the accurate maintenance of Council's Technology One property database.
- Assist in Statutory Valuation and Street Numbering related Customer Relationship Management (CRM) system requests.
- Assist in accurate maintenance of Valuer-General Victoria Valuation Management System (IDS VMONLINE).
- Maintain and develop written work area procedures.
- Respond to Spear System Referrals.

People

- Provide ongoing valuations support services and advice to management, employees and key external stakeholders including rate payers.
- Assist with responses to external government authorities and agencies in property and valuation related matters.
- Positively contribute to the Financial Services Unit and Council programs.

Who are you?

- Experienced in maintaining accurate information and records within databases or similar systems.
- Ability and commitment to providing excellent customer service for both internal and external customers.
- Proficiency and experience in the use of a range of software applications (MS Office programs).
- Knowledge and understanding of property valuation, land ownership types, land use types, land subdivision processes would be viewed favourably.

What do we expect?

- Model and lead our values.
- Be dedicated to delivering a consistent, connected and customer focused service.
- Be committed to maintaining a safe and healthy workplace.
- Act consistently with our Employee Code of Conduct.
- Be flexible and responsive and prepared to step up in times of need.

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What are your key responsibilities?

Service delivery	<ul style="list-style-type: none">• Maintaining Council's property database, in particular rating assessment record creations and issuing street numbering for the public, relevant government authorities and agencies.• Gathering and compiling valuation data for the Valuer-General Victoria appointed valuers.• Checking and processing supplementary valuation reports for Council's Revenue Services team to issue rate notices.• General maintenance of the property and valuation data on Council's property database for use by other Council departments (e.g. Waste Services and GIS Teams).• Provide ad hoc guidance and administrative support for other valuations and property related functions (e.g. open space valuations, supplementary valuations, Council owned property valuations and GIS updates).
Systems and process	<ul style="list-style-type: none">• Work towards continuous improvement with the review and development of appropriate internal processes.• Responsible for possessing a good working knowledge of relevant Information Technology (IT) systems in order to identify any improvements as appropriate. Review, identify and make recommendations for the improvement of relevant IT systems.• Accurate maintenance of Council's property database.• Assist in the accurate maintenance of the Valuer-General Victoria Valuation Management System (IDS VMONLINE).• Action Statutory Valuation and Street Numbering related Customer Relationship Management system (CRM) requests.• Maintain and develop written work area procedures and practices that support the team while continuously driving improvements that support the Service Unit Plan.
People	<ul style="list-style-type: none">• Participate actively in the team to achieve objectives, whilst also being able to work autonomously.• Provide positive, timely and thoughtful responses in replying to all stakeholder enquiries• Ability to handle numerous tasks simultaneously whilst meeting deadlines.• Positively contribute to the Financial Services Unit and Council programs.• Provide ongoing valuations services and advice to management, employees and key external stakeholders including rate payers.• Assist and provide response to external government authorities and agencies.

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What are the key requirements?

Accountability and extent of authority	<ul style="list-style-type: none">• Accountable for completing statutory property valuation related duties in accordance with established guidelines and under the guidance and support of the Valuations Specialist.• Authority to provide advice and guidance in relation to statutory property valuation related queries, Manningham Council terms and conditions, policies, and legislative requirements.• Accountable for maintaining accurate information and records.
Judgement and decision making	<ul style="list-style-type: none">• The officer is required to use initiative and arrive at decisions within broad parameters. Complex matters can be directed to the Valuations Specialist.• An understanding of all statutory requirements involved in decision making.• Ability to identify and assess the financial impact of salient property information when making recommendations.• Capacity to assess the veracity of positions put to Council in regards to valuation matters, and property development projects.• Required to identify opportunities for improvement of internal practices and procedures and implement these with minimal direction.• Guidance and advice will be available.
Specialist knowledge and skills	<ul style="list-style-type: none">• An understanding of property valuation principles and relevant legislation and regulations.• Knowledge and understanding of property law, land ownership types, land uses types.
Management skills	<ul style="list-style-type: none">• Ability to prioritise work and efficiently manage time to achieve required outcomes.• An understanding of equal opportunity and occupational health and safety policies and procedures to implement personal practices to align with Manningham values.
Interpersonal skills	<ul style="list-style-type: none">• Excellent verbal and written communication skills, including the ability to prepare a range of documentation, correspondence and reports• Ability to gain co-operation and assistance from others within Manningham and the public. Ability to work within a team environment as well as with some autonomy.
Qualifications and experience	<ul style="list-style-type: none">• Relevant tertiary qualification with relevant work experience, or lesser formal qualification with relevant work experience.• Relevant and extensive experience with large property databases, preferably within Council would be highly regarded.