

# Property Officer

<b>Reports to</b>	Deputy City Valuer	<b>Key Relationships or Direct Reports</b>	Nil
<b>Classification</b>	Band 5		
<b>Position number</b>	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 and provide 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 law, 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?

<b>Service delivery</b>	<ul style="list-style-type: none"><li>• Maintaining Council's property database, in particular rating assessment record creations and issuing street numbering for the public, relevant government authorities and agencies.</li><li>• Gathering and compiling valuation data for the Valuer-General Victoria appointed valuers.</li><li>• Checking and processing supplementary valuation reports for Council's Revenue Services team to issue rate notices.</li><li>• 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).</li><li>• 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).</li></ul>
<b>Systems and process</b>	<ul style="list-style-type: none"><li>• Responsible for and a willingness to work towards continuous improvement for the review and development of appropriate internal processes.</li><li>• Responsible for possessing a good working knowledge of internet technology (IT) systems in order to identify any improvements as appropriate.</li><li>• Assist in the accurate maintenance of Council's property database.</li><li>• Assist in the accurate maintenance of the Valuer-General Victoria Valuation Management System (IDS VMONLINE).</li><li>• Assist in Statutory Valuation and Street Numbering related Customer Relationship Management system (CRM) requests.</li><li>• Maintain and develop written work area procedures and practices that support the team while continuously driving improvements that support the Service Unit Plan.</li></ul>
<b>People</b>	<ul style="list-style-type: none"><li>• Be able to work as part of a team, whilst also being able to work autonomously.</li><li>• Have a 'can do' attitude towards assisting internal and external customers.</li><li>• Ability to handle numerous tasks simultaneously whilst meeting deadlines.</li><li>• Positively contribute to the Financial Services Unit and Council programs.</li><li>• Provide ongoing valuations services and advice to management, employees and key external stakeholders including rate payers.</li><li>• Assist and provide response to external government authorities and agencies.</li></ul>

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## What are the key requirements?

<b>Accountability and extent of authority</b>	<ul style="list-style-type: none"><li>• Accountable for completing statutory property valuation related duties in accordance with established guidelines and under the guidance and support of the Deputy City Valuer.</li><li>• Authority to provide advice and guidance in relation to statutory property valuation related queries, Manningham Council terms and conditions, policies, and legislative requirements.</li><li>• Accountable for maintaining accurate information and records.</li></ul>
<b>Judgement and decision making</b>	<ul style="list-style-type: none"><li>• The officer is required to use initiative and arrive at decisions within broad parameters.</li><li>• An understanding of all statutory requirements involved in decision making.</li><li>• Ability to identify and assess the financial impact of salient property information when making recommendations.</li><li>• Capacity to assess the veracity of positions put to Council in regards to valuation matters, and property development projects.</li><li>• Required to identify opportunities for improvement of internal practices and procedures and implement these with minimal direction.</li></ul>
<b>Specialist knowledge and skills</b>	<ul style="list-style-type: none"><li>• An understanding of property valuation principles and relevant legislation and regulations would be viewed favourably.</li><li>• Knowledge and understanding of property law, land ownership types, land uses types would be viewed favourably.</li></ul>
<b>Management skills</b>	<ul style="list-style-type: none"><li>• Ability to set individual goals and timetables and efficiently manage time to achieve required outcomes.</li><li>• An understanding of HR and OH&amp;S policies and procedures.</li></ul>
<b>Interpersonal skills</b>	<ul style="list-style-type: none"><li>• Demonstrated oral and written communication skills to a high standard, including report writing and external correspondence.</li><li>• Enthusiasm, initiative and a high level of negotiation and influencing skills.</li><li>• Ability to work within a team environment as well as with some autonomy.</li><li>• Ability to liaise with counterparts in other Councils or relevant authorities, to discuss and resolve problems.</li></ul>
<b>Qualifications and experience</b>	<ul style="list-style-type: none"><li>• Relevant and extensive experience with large property databases would be viewed favourably.</li><li>• Experience within a Council's property or valuation unit would be viewed favourably.</li></ul>
<b>Prerequisites</b>	<ul style="list-style-type: none"><li>• Satisfactory Police Check.</li></ul>