

POSITION DESCRIPTION

Title:	Rates Administrative Officer
Department	Finance
Reports to:	Senior Rates Officer
Grade:	10
Hours:	35
Vehicle:	No
Position Code:	60425
Pre-placement Medical:	Low Risk – Not required
National Policy History Check:	Not required
WCCC Check:	Not required
Date Developed:	April 16

Position Purpose

- Manage on a daily basis Council's Name and Address (NAR) Register
- Manage our Centrelink Pensioners database
- Ensure that all the daily rates related payment receipts have been allocated to the correct properties
- Produce Certificates under s603 of the Local Government Act 1993.
- Ensure that the rates database is up to date by the timely processing of maintenance from all sources

Qualifications and Experience

(Minimum required/essential for success in the job)

Essential:

- Relevant tertiary qualifications in Accounting/Finance or experience in the Accounting/Finance field
- Exceptional customer service skills and high level interpersonal skills
- Ability to work as part of a team
- Excellent written and verbal communication skills

- An ability to work under pressure and maintain attention to detail
- Excellent data entry skills
- Demonstrated ability to use word processing and spreadsheeting software
- Experience in contributing to improvements to a quality management system or suggestions for other business improvement.

Desirable:

- Local Government experience
- Local Government rating experience
- Experience in the use of Technology One software

Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

- Responsible for the management, on a daily basis, of Council's Name and Address (NAR) Register ensuring:
 - New staff, that as part of their role will be creating new Name and Address records, receive appropriate training.
 - Standards are being followed and take appropriate action, including refresher training as required.
 - User modifications made are within their authorisation and take appropriate action as required.
 - Take appropriate action on 'Pending' names created in eServices.
 - Identify and investigate any duplicate entries requiring merging.
 - Name and address user group meetings are held regularly. This includes setting the agenda and taking minutes.
- Responsible for the management of Council's Centrelink Pensioners database ensuring:
 - That the appropriate action is taken when acting upon the results of the annual pensioner entitlement verification with Centrelink. All current pensioner records are reviewed to ensure that they are still entitled to receive the annual pensioner concession. Action taken may include removal of entitlement, requesting new applications to be submitted, sending applications to the spouse of deceased pensioners for them to complete and submit where eligible.
 - Standards are being followed when processing new applications and take appropriate action as required. This includes reviewing the pensioner rebate applications, checking eligibility, calculating rebate amounts and processing the applications
 - That when a property is sold that the correct amount of pensioner concession is written back.

- Entitlements to the Council rebate is maintained in line with the above where applicable.
- Responsible for the performance of all processing required, to ensure that all the daily rates related payment receipts have been allocated to the correct properties, this includes:
 - Logging on to the Commonwealth Bank portal and downloading the bank statements.
 - Logging on to the various agency portals and downloading the payment files and then reconciling to bank statements.
 - Processing, once reconciled, in ECR back office receipting all the agency payment files.
 - Reconciling the ECR back office receipting amounts to the journals created in P & R.
 - Processing the P & R receipting journals.
 - Verifying that all cashier payments have been processed in the ECR and P & R systems.
 - Processing any dishonoured or reversed payments including journalising the dishonour fee and sending ratepayer letters.
- Process s603 Certificate applications ensuring:
 - eServices and cashier created applications have been linked to the correct property.
 - All related data is included on the certificate.
 - That any notations are included on the certificate, as required.
 - That any property related debtor balance in Tech One is included on the certificate.
 - That the Senior Rates Officer has signed and registered the certificate in ECM.
- Process tasks allocated in ECM.
- Responsible for the updating of the ownership details of the Rates Property database. This involves logging on to Land & Property Information portal and downloading the electronic Notice of Sales. Entering transfer details into the Rates Property database and advising new owners of any outstanding rates.
- Responsible for the setting up and maintenance of the direct debits module for Rates payments. This includes the processing of the direct debits on a weekly, fortnightly, monthly, quarterly and yearly basis.
- Process direct deposits and then advise the ratepayer in writing that this is not an acceptable payment method for rates.
- Responsible for the correct handling of all Rates returned mail and determine the ratepayer's correct mailing address. This may require contacting the ratepayers, the solicitors, the Land Titles Office, real estate agents or the occupiers of the property.
- Handle enquiries from ratepayers and others with regard to rates and charges and refer to other departments as appropriate.
- Process payroll deductions receipting into the rating system.
- Create s603 Certificate notation memos for newly sub-divided land.
- Liaise with debt recovery agencies.
- Prepare routine correspondence.

- Review incoming remittances ensuring correct Property ID's and amounts are recorded.
- Ensure procedures documentation is kept up to date.
- Manage file maintenance and journal entries.
- Compile Performance Planning data statistics and provide to Senior Rates Officer.
- Responsible for the management of Council's electronic rate notice delivery register. This includes logging on to the BPay View and MyPost Digital Mailbox portals and reconciling registrations by approving or rejecting new registrations as appropriate.
- Process rate refunds requests.
- Review credit balances and refund/transfer/note as appropriate.
- Relieve for the Rates Officer when required.
- Other duties as directed by supervisor within the limits of skill, competence and training.

Work Health & Safety

- Required to take reasonable care of self and others in the workplace
- Cooperate with all health and safety policies and procedures agreed to by management and staff
- Report any unsafe conditions that are identified
- Not bypass or misuse systems or equipment provided for WH&S purposes
- Must participate in WH&S training, as required and contribute to the identification of hazards and assessment of risks, as required

Accountability and Behaviours

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- Follow Council policies and procedures.
- Work collaboratively within the team and across Council towards common goals.
- Develop and maintain positive and effective professional working relationships with community and customers.
- Contribute to a positive organisational culture.
- Continuous improvement – evaluate current activities and continuously look for ways to improve quality, effectiveness and efficiency.

Organisational Values

- Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability.
- Apply and demonstrate the four principles that together form the focus of the organisation, namely the 4C's: Community, Councilors, Customer and Council.