

# POSITION DESCRIPTION

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| **Position Title** | Rates and Property Officer |
| **Position No.** | 186 |
| **Position Status** | Permanent Full-Time |
| **Business Unit** | Finance |
| **Division** | Corporate Services |
| **Classification** | Band 5  Terms and conditions of employment are in accordance with the current Wellington Shire Council Enterprise Agreement |
| **Date Approved** | October 2019 |
| **Approved By** | General Manager Corporate Services |

**WELLINGTON SHIRE COUNCIL VALUES**

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| **Cooperation** | Working together, teamwork, collaboration and being solution-oriented. |
| **Integrity** | Acting with respect, honesty, reliability, trust, tolerance and understanding. |
| **Balance** | Demonstrating fairness, equity and flexibility. Consider work-life balance and balancing community needs against resources. |
| **Professionalism** | Personal development and meaningful work, being competent, innovative and courageous, focus on excellence and continuous improvement. |

**POSITION OBJECTIVE**

The Rates and Property Officer maintains the property and financial rating system of Wellington Shire Council in an efficient and timely manner, and is responsible for raising revenue through supplementary valuations, and prides themselves on maintaining a high standard of accuracy whilst delivering excellent customer service, in particular to members of the public.

**ORGANISATIONAL RELATIONSHIPS**

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| **Reports to** | Coordinator Rates and Valuations |
| **Supervises** | NIL |
| **Internal Liaisons** | All Council staff |
| **External Liaisons** | Ratepayers, counterparts in other municipalities, relevant government departments, council’s valuers, solicitors |

**DELEGATIONS/AUTHORISATION**

This position has no delegations / authorisation to exercise power as conferred by section 98(1) of the Local Government Act 1989 and other legislation referred to in [S6 Instrument of Delegation](http://intranet.wellington.vic.gov.au/Page/Download.asp?name=S6_Instrument_of_Delegation_to_Members_of_Council_Staff_-_3_March_2015.pdf&size=474619&link=../Files/S6_Instrument_of_Delegation_to_Members_of_Council_Staff_-_3_March_2015.pdf) to Members of Council Staff, [S7 Instrument of Sub-delegation](http://intranet.wellington.vic.gov.au/Page/Download.asp?name=S7_INSTRUMENT_OF_SUB_DELEGATION_28_AUGUST_2015.pdf&size=1522050&link=../Files/S7_INSTRUMENT_OF_SUB_DELEGATION_28_AUGUST_2015.pdf) by the Chief Executive Officer to staff or [S11 Instrument of Appointment and Authorisation](http://intranet.wellington.vic.gov.au/Page/Page.asp?Page_Id=1200&h=0).

**QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE**

**Accountability and Extent of Authority**

* Accountable for the integrity of the property information on the Wellington Shire Council mainframe database.
* Responsible for maximising Council’s rates revenue through regular and timely processing of supplementary valuations.

**Judgement and Decision Making**

* The freedom to act is subject to regulations and policies where guidance and assistance is usually available.
* Methods and procedures are generally established, but discretion in the application or improvement of procedures may be required from time to time.
* Expected to apply established techniques and methods to new and/or changed situations.

**Specialist Knowledge and Skills**

* Understanding of the application of a computer based rating/property system, debt collection procedures and protocols is required.
* Ability to understand complex property title issues.
* Strong attention to detail.
* High level numeracy skills to ensure accurate calculation of rates adjustments.
* Proficiency in the application of procedures, practices, processes, policies and legislation.
* Proficiency in the use of computerised business software applications, in particular database management tools, is essential.

**Management Skills**

* Demonstrated ability to remain on track and focused to achieve the objectives of the role and the team.

**Interpersonal Skills**

* Excellent oral and written communication and customer service skills are essential.
* The ability to gain cooperation and assistance from customers/ratepayers and other employees in the administration of the rates function.
* Proven ability to work well in a team environment as a productive, contributing team member.

**Qualifications and Experience**

* A tertiary qualification in a property related discipline or several years’ experience in working with a computer based property/rating system is ideal.
* Relevant experience in Local Government would be highly regarded.

**The ability to obtain and maintain the following qualifications, registrations, certifications:**

* N/A.

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| **PEOPLE - RESPONSIBILITIES**  Developing people, assigning work, setting work environment, monitoring performance, developing own and team's accountabilities. |

* Encourage and maintain positive working relationships with all colleagues to ensure a professional and collaborative working environment.
* Support colleagues and coordinator/supervisor as required to achieve overall team goals, Corporate Performance Indicators (CPIs), service levels and other targets.
* Work in a manner that ensures adherence to Council policies and Occupational Health and Safety requirements incl. task analyses (if applicable).

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| **OPERATIONAL - RESPONSIBILITIES**  Developing technical knowledge, monitoring technical systems, managing stakeholder relationships. |

* Effectively see all tasks through to completion in line with individual CPIs, service levels and other targets.
* Work within agreed plans, policies and processes including safe work practices.
* Identify and report opportunities for increasing efficiency and/or effectiveness as per Wellington Excellence to ensure continuous improvement.
* Demonstrate a commitment to effective internal and external customer service.
* Maintain currency of technical skills and knowledge to ensure work is performed as per the requirements of the role.
* Maintain complete and accurate records of all work related activities including documentation and administration as per the Councils records management policy and adherence to the written style guide.
* Be familiar with and understand the strategic and operational risks relating to your business unit, advise supervisors of any new risks you may identify, and provide input, assistance and advice where applicable.

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| **SCHEDULING - RESPONSIBILITIES**  Aligning strategy to team outputs preparing plans, reporting on performance against plans, managing budget, planning and allocating resources, scheduling team’s work. |

* Regularly monitor and report on work and activity progress against individual and team corporate performance indicators and project targets.
* Understand the contribution of own work towards the achievement of team, business unit and strategic organisational goals.
* Assist with emergency related functions, by mutual agreement, in the event that the Municipal Emergency Management Plan (MEMP) is enacted, including the provision of emergency response, relief and recovery services to the community.

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| **POSITION SPECIFIC - RESPONSIBILITIES** |

* Ensure the processing of supplementary valuations is completed in accordance with legislative requirements and within agreed and/or legislated timeframes.
* Ensure valuation objections are processed accurately and in accordance with legislated requirements and timeframes.
* Liaise with GIS Officer to coordinate the allocation of urban road numbers accordance with CPIs.
* Ensure farm rate and waste infrastructure charge applications are processed accurately in accordance with CPIs.
* Ensure property data base is kept up to date.