



# Position Description

POSITION DETAILS	
Date of PD	August 2023
Position Title	Rates Officer
Position Grade	8
Directorate   Business Unit	Finance and Information   Finance
Reports to	Rates & Receivables Team Leader
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

## POSITION OVERVIEW

This position is responsible for contributing to the Rates Team, providing a customer focused rates and revenue service to both internal and external clients by ensuring that the rates and revenue administrative functions are carried out in an effective and efficient manner.

### KEY RESPONSIBILITIES

#### Impact – Operational

- Provide a customer focused service to clients (internal and external) by ensuring that all rates administrative functions are processed in an accurate and timely manner with appropriate supporting documentation in accordance with Council procedures.
- Input, retrieve and provide reports and data from Council's rates and revenue system including change of address, notices of sale or transfer, section 603 certificates, journals, refunds and postponed rates.
- Review and enter pensioner rebate verifications to ensure the effective administration of Council policies.
- Enter and confirm adjustments to Domestic Waste Management and Commercial waste charges.
- Processing and reconciling of electronic funds transfer of rate payments.
- Process aggregation of lots according to Council Policy
- Review and process rate category changes and rate exemption requests
- Debt recovery for outstanding Rates & Charges
- Maintain and update registers and manuals associated with the administration of rates and revenue to ensure information is accurate and complete.
- Review remittance correspondence and ensure payments are consistent with established protocol.
- Contribute and provide input as part of the team for the setting of goals and objectives and key performance indicators in conjunction with the Rates and Receivables Manager.
- Provide general advice and support to assist internal clients in meeting their business needs.
- Answer general enquiries (oral and written) from internal and external customers
- Perform all other functions as directed by Rates & Receivables Manager.

#### Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness

## Knowledge

### Qualifications (Level)

- Certificate in business related field, or Certificate qualification in bookkeeping

### Experience

- 3 years experience in a local government rates and revenue environment.

### Skills

- Sound working knowledge and understanding of issues associated with local government rates and revenue.
- Well-Developed customer service skills.
- Well - Developed verbal and written communication skills.
- Ability to meet strict deadlines and work under pressure.
- Ability to work with minimal supervision.
- Developed analytical and numeracy skills.
- Highly developed keyboard skills.
- Computer literacy including Microsoft suite of products including: MS Word & MS Excel.
- Solid working organisational and time management skills.
- Understanding of and commitment to EEO & WH&S principles.
- Experience working in cross functional team environments.