	POSITION DESCRIPTION		PD115
	Rates Officer		
Classification	Administration Level 3	**Status**	Permanent, Full Time
Directorate	Financial Services	**Incumbent**	Vacant
Department	Financial Services	**Reporting to**	Chief Financial Officer

PURPOSE OF THE POSITION
Reporting to Chief Financial Officer, this customer focused role is responsible for ensuring efficient and effective rating and property management in accordance with the Local Government Act and Council Policies and procedures. A working knowledge of Council activities and projects will be required with the expectation of translating Council needs into service delivery. The position also forms part of a small finance team working to support each other in the completion duties.

KEY RESPONSIBILITIES	**DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)**
Effective management of Council's rating in accordance with Council policy and procedures.	▪ Maintain property database and associated registers. ▪ Raise annual rates and charges. ▪ Accurate processing and reconciliation of municipal property valuations. ▪ Levying supplementary rates in Completion of supplementary rate processes. ▪ Rate modelling and calculations. ▪ Maintain the property database and name and address register. ▪ Ensure all requirements relating to changes of address, ownership change, and pension remissions are adhered to. ▪ Accurate and timely completion of section 132 certificates. ▪ Coordination of the preparation of section 337 certificates. ▪ Completion and lodging or annual fire return for Tasmanian Fire Service and Pension Claims. ▪ Maintenance of General Managers Roll. ▪ Balance rate ledger accounts on a monthly basis. ▪ Prepare and balance end of year rate debtors and associated work papers for audit.
Provide a high level of customer service	▪ Attend to all enquiries and administrative matters relating to the property and rates database. ▪ Friendly, timely and accurate response to all enquiries. ▪ Attend the front counter as required to respond to customer enquiries.
Undertake Debt Collection	▪ Collect all monies owed to Council in accordance with Council Policies and procedures. ▪ Assist in administrative processes associated with the sale of properties for the recovery of rates and charges.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
	▪ Coordination of rate notice printing and mail outs, including issue initial, instalment and final notices. ▪ Monitor outstanding property balances and follow up outstanding balances with ratepayers via phone and email. ▪ Negotiate and approve payment arrangements in accordance with Council's debt collection Policy and financial hardship provisions. ▪ Reporting on status of outstanding debts as required. ▪ Lodging debts with Council's debt collection agency and monitoring collection progress.
Accounts Receivable	▪ Prime responsibility for the maintenance of the Accounts Receivable including: o Raising monthly and adhoc invoices. o Issuing monthly statements. o End of month reconciliation processes. o Providing appropriate internal reporting to stakeholders.
Finance	▪ Provide relief and support for other roles in the Team. Including as the primary backup for Council's bank reconciliation process. ▪ Actively participate and contribute to the testing of new and upgraded systems and processes.
Other tasks as required	▪ Actively participate in continuous improvement initiatives. ▪ Back up relief for the customer service team as required.
Standard Clauses in all employee PDs	
Meetings and Interactions	▪ Attending and actively participating in internal and external meetings and workshops, as required.
Customer Service	▪ A consistently high level of customer service, based on defined service levels, provided to internal and external customers both individually and by the team. ▪ Customer queries, complaints and correspondence responded to in accordance with defined service levels and Council expectations.
Compliance	▪ Awareness and compliance with relevant standards, regulations and legislation. ▪ Council Plans, policies and procedural obligations met.
Resource Sharing	▪ Other duties and back up servicing provided to the Circular Head Council as required from time to time, pursuant to the Resource Sharing agreement between the two Councils.
Confidentiality	▪ Integrity and confidentiality of all council related activity and documentation is being maintained.
Records Management	▪ Records are created, used, maintained, recorded and managed in accordance with the Council's Information Management Policy.
Procurement	▪ Responsible for purchasing goods and services in accordance with the Procurement Policy and delegated financial limits.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
Risk Management	▪ Maintain an active awareness and reporting of Risk Management issues and practices concerning the workplace and within the role that could cause concern, embarrassment or liability to Council. ▪ Assist Council to mitigate risk by promoting risk awareness throughout the organisation. ▪ Provide risk management information as requested and assist in the investigation of any risk management issues or claims that have been made against Council insurances.
Performance Measures	▪ Departmental Key Performance Indicators (KPI's) developed. ▪ Reports against KPIs are occurring. ▪ Updates and achievements of outcomes completed in Interplan. ▪ Performance monitored against internal and external Council survey results.
Additional Duties	▪ Other duties as directed within the scope of the position.

SPECIAL CONDITIONS

- A pre-employment medical including drug and alcohol testing is required prior to commencement.
- A satisfactory National Police Check will be required. Council will screen for serious offences or any other offences relating to fraud or dishonesty, or any offence that Council deems of a nature that is not appropriate for the role.

WORK HEALTH AND SAFETY ACCOUNTABILITIES

All staff are required to observe the following WHS accountabilities:

1. Ensure full compliance with Council's Safety Management Plan and associated Policies, Procedures and Instructions, specifically taking action on all points of the employee's responsibility; and
2. Ensure full compliance with responsibilities under the *WHS Act 2012*, the *WHS Regulations 2012* and other relevant legislation, in particular:
   - Take reasonable care for your own safety (physiological and psychological) and that of others at their work.
   - Accept the responsibilities in the course of performing your work with regard to the use of safety devices and protective equipment.
   - Report safety hazards to minimise and control risk.
   - Report immediately any incident or injury which arises in the course of your work.
   - Ensure completion of induction, instruction and training prior to undertaking tasks.
   - Ensure that you are not affected by the consumption of alcohol or drugs so as not to endanger your own safety at work or the safety of any other person.
   - Ensure personal adherence to Council's WHS Policies, Guidelines, Procedures, Safe Operating Procedures and Safety Instructions.

CORPORATE ACCOUNTABILITIES

All staff are required to observe the following corporate accountabilities:

1. Compliance with all legislative requirements.
2. Understand and promote Council's Strategic Objectives and Core Values.
3. Adhere to Council's plans, policies, guidelines and procedures which include the Customer Service charter, WHS Standards, Information Management, Risk Management plan, Safeguarding Children and Young People and matters outlined in the Employee Handbook and Enterprise Agreement.

COUNCIL VALUES

Our work and decisions are guided by our Values. Our values underpin our actions and dealings with each other and the Community we serve. As representatives of Waratah-Wynyard Council, together we deliver important services to our great Community, we are committed to deliver quality outcomes by creating a workplace culture where people enjoy their work, feel valued and are proud to work to serve our Community.

RESPECT - People are heard, valued and respected. We are fair and equitable in all our practices.

PRIDE - We take pride in the quality of our service and standard of work we deliver. We serve each other and our community with integrity

CONNECTION - People are at the heart of all we do. We are inclusive and build relationships that foster trust and belonging.

SUSTAINABILITY - The impact we have on people and our environment is important to us. We make integrated and sustainable choices.

LEARNING - We are a learning organisation. We embrace opportunities for continuous improvement and innovation.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Chief Financial Officer
Direct Reports	Nil
Internal Liaisons:	The Rates Officer is required to operate as an effective part of the Financial Services team and is expected to ensure professional and effective working relationships with the Executive Management Team, Senior Management Team and all staff throughout the organisation.
External Liaisons:	The Rates Officer interacts with contractors and various representatives of the community and other Councils on behalf of the organisation. High standards of professionalism and customer service are expected, and the incumbent must display a positive and constructive approach towards Council and its activities.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Rates Officer exercises powers and duties within the classification of the role and as defined by policy, budget allocation and specified individual and departmental performance plans. Where decisions exceed their delegation, the Officer will refer the matter to the Senior Financial Accountant.

PERSONAL ATTRIBUTES

- The ability to collaborate and engage with the internal and external stakeholders.
- A commitment to continuous improvement for themselves and others to enhance service delivery and commitment to the pursuit of high standards and best practice.
- Ethical, honest and reliable in all dealings and a commitment to seek trust and be trusted providing transparency.
- Inclusive and effective communication skills and techniques with an ability to clearly communicate concepts to others.
- Ability to employ sound judgment and decision making amongst competing demands.
- Ability to show initiative in planning and developing new ideas and approaches.

QUALIFICATIONS, KNOWLEDGE & EXPERIENCE

- Well-developed written and verbal communication and interpersonal skills.
- Ability to deal effectively with distressed and agitated client, placate clients and resolve problems.
- Ability to work in a team and to exercise tact, discretion and sound judgement
- Demonstrate courteous disposition and helpful and friendly demeanour
- Time management skills and the ability to develop, maintain and monitor own work program to meet deadlines.
- The ability to work under pressure with accuracy.

SELECTION CRITERIA

Essential

- Demonstrated experience in managing a large debtor base and a sound understanding of debt recovery proceedings.
- High level analytical skills with demonstrated experience in interpreting legislation.
- Ability to operate independently working within established and agreed parameters.
- Excellent customer service approach and good communication and interpersonal skills.
- Ability to work as a part of a team.
- Sound financial and/or accounting skills.
- Experience and proficiency in the use of Office 365 and financial debtor systems.

Desirable

- Demonstrated experience in a local government rating and knowledge of rating provisions in the *Local Government Act 1993*.

ACCEPTANCE OF POSITION

I agree to the current requirements of this Position Description.

Employee Name: _____

Employee Signature: _____ Date: _____

Chief Executive Officer
Approval: _____ Date: _____