



POSITION DESCRIPTION

POSITION DETAIL

Position Title	Rates Officer	
Position Number	2103	
Department / Section	Corporate Services / Finance	
Work Location	Administration Building	
Date Created/Revised	Revised August 2016	
Award / Level	Local Government Industry Award 2020	5

THE ORGANISATION

Our Mission

To deliver responsive, sustainable services in a manner that preserves and enhances our environment and lifestyle.

Our skilled and professional workforce embraces our mission and corporate values; they form the basis of how we behave in the workplace and conduct the business of the Shire of Northam.

Our Corporate Values

- **Safe** - focus on importance of safety in the organisation
- **Open** - engage in two way communication, with transparency and trust
- **Accountable** – know what you are responsible for, take ownership and deliver
- **Respectful** – demonstrate respect for others skills, knowledge and differing value systems

THE POSITION	
Positions supervised	Nil
Reports To	Accountant
Summary & Objectives	To maintain Council's property database in an accurate and up-to-date manner, ensure prompt raising and collection of rates, rubbish and other related charges and provide up-to-date and accurate information and reports to Shire staff and ratepayers.
Responsibilities & Duties	<p><u>Position</u></p> <ul style="list-style-type: none"> • Ensure the maintenance of the Shire's property database and that up to date maps of all properties within the Shire are maintained. • Ensure the maintenance/reconciliation of a manual register of Change of Property Valuations and Rates and alignment with computer records. • Carry out a continual and systematic review of all properties within the Shire Property Database to ensure its accuracy and prepare reports as required. • Provide the Valuer General with general revaluation requests on a timely basis and ensure all revaluations are imputed into the Shire Property system. • Ensure ratepayers and property history files are regularly maintained and updated. • Coordinate the day to day management of all matters pertaining to the electoral roll and ensure the requirements of the Local Government Act are met and record the eligibility of electors as required. • Coordinate the day to day management and compliance of all matters pertaining to issuing of rates, refuse and service charges and the Rates Instalment Scheme, including; issuing of rates notices, maintaining all rates debtor accounts, collections, process all interim and back rates, write-offs/adjustments for rates/services and penalty interest and associated monthly reporting • Produce rates modelling and reporting information for the Executive Manager Corporate Services as required. • Attend to ratepayer and elector enquiries. • Respond to enquiries from settlement agents and ensure all outstanding settlement agent fees are collected in a timely manner. • Reconciliation of rates debtor accounts on a monthly basis to the general ledger control accounts. • Ensure all requests for valuations for the Valuer General are received in a timely manner. • Prepare journals for rates/refuse debtors and valuation adjustments for approval by the Accountant and Executive Manager Corporate Services. • Coordinate the day to day management of all matters pertaining to Pensioner rebates including: providing information to potential/eligible pensioners, approve/record and monitor rebates and deferment applications, preparing monthly and annual reports, collections and provision of staff training in relation to Pensioner Rebates and Deferments Act.

<p>Responsibilities & Duties Continued...</p>	<ul style="list-style-type: none"> • Prepare monthly and annual returns, reports and remittance for the Emergency Service Levy FESA. • Provide back-up support and relief to Licensing, Customer Service and other roles as required. • Any other duties consistent with the level of the position as directed by the Accountant/Executive Manager Corporate Services. <p><u>Organisational</u></p> <ul style="list-style-type: none"> • Embrace, support and participate in change to assist in achieving the Shire's goals and objectives. • The ability to maintain strict confidentiality is an essential requirement of all employees of the Shire. • Actively participate in the ongoing development, compliance and promotion of professional customer service standards. • Recommend changes or strategies which promote a 'Continual Improvement' and 'Best Practice' approach to service delivery. • Promote, maintain and improve the working environment and practices to ensure compliance with Industrial Awards, Occupational Safety & Health, EEO legislation and Council's Policies and Procedures. <p><u>Occupational Safety & Health, Employee Requirements</u></p> <p>Employees are responsible and accountable for:</p> <ul style="list-style-type: none"> • Comply with workplace procedures for risk identification, risk assessment and risk control • Participate in activities associated with the management of workplace health and safety • Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace • Correct utilisation of appropriate protective equipment
<p>Authority and accountability</p>	<p>Position operates under the direction of the Accountant and the Executive Manager Corporate Services within clearly established guidelines, procedures and policies of Council.</p>
<p>SELECTION CRITERIA</p>	
<p>Essential</p>	<ol style="list-style-type: none"> 1. Hold a current unrestricted C-class national drivers' licence. 2. Provision of a current National Police Clearance.
<p>Interpersonal skills</p>	<ol style="list-style-type: none"> 3. Sound interpersonal, public relations and customer service skills including the ability to liaise at all levels, deal professionally and effectively with difficult customers and work successfully within a team. 4. Excellent level of written and verbal communication skills.

Judgment and problem solving	5. Highly developed sense of initiative and accountability with the ability to work autonomously with minimal supervision.
Management skills	6. Proven time management and organisational skills with the ability to work under pressure and meet deadlines.
Specialist Skills and Knowledge	7. Demonstrated knowledge, understanding and ability to interpret the Local Government Act and associated rating legislation including the Pensioner Rebates and Deferments Act. 8. High level of computer literacy and proficiency including use of Microsoft Word, Excel and Internet applications. 9. Extensive practical experience within a rates environment or experience in a similar position within local government.
Desirable	10. Working knowledge of SynergySoft. 11. Good knowledge of settlement agency practices and debt collection procedures.

PRESENT INCUMBENT

Name: _____

Signature: _____ DATE: _____

EXECUTIVE MANAGER

Name: _____

Signature: _____ DATE: _____