



## POSITION DESCRIPTION

### TOWN OF VINCENT

<b>Position Title</b>	Rates Officer
<b>Award</b>	Local Government Officers' (WA) 1999 Award & Town of Vincent Certified Agreement 2000
<b>Level</b>	5/6
<b>Directorate</b>	Corporate Services
<b>Section</b>	Financial Services
<b>Responsible to</b> (Immediate Supervisor)	Senior Rates Officer
<b>Positions under Direct Supervision</b>	Nil.
<b>Positions under Indirect Supervision</b>	Nil.

#### **Organisational Values:**

All employees are expected to work within Town of Vincent values and display the following behaviours:

**Honesty & Integrity:** Treat others with respect, fairness, consistency, courtesy and honesty.

**Excellence & Service:** Provide a high level of customer service. Strive to learn. Actively seek and evaluate new ways of doing things. Lead by example.

**Teamwork & Commitment:** Work as a team and assist each other for the betterment of the Town, its residents and visitors.

**Caring & Empathy:** Be considerate of others and believe in their ability. Encourage and acknowledge effort and initiative.

**Innovation & Diversity:** We encourage creativity, innovation and initiative to realise the vibrancy and diversity of our vision.



## **OVERALL OBJECTIVE OF THE POSITION:**

To provide excellent customer service, efficient and timely billing and collection of rates and related revenue, as well as the regular maintenance and reconciliation of the Town's property database.

## **SELECTION CRITERIA**

### **1. KNOWLEDGE AND SKILLS:**

- *Sound understanding of a computerised rating system.*
- *Sound knowledge of computer applications particularly in a Microsoft Windows environment.*
- *Sound time management skills.*
- *Sound written and verbal communication skills.*
- *Well developed customer service skills.*
- *Ability to work in a team environment.*
- *Knowledge of Rates and Charges (Rebates & Deferments) Act.*
- *Sound knowledge of Local Government rating and electoral procedures.*

### **2. EXPERIENCE:**

- *Previous Local Government rating experience.*

### **3. QUALIFICATIONS AND/OR TRAINING:**

- *A proven record of experience and achievement in a Local Government rating and finance area.*
- *Ongoing training in computer software and internal systems.*

## **RESPONSIBILITIES:**

### **1. Outcome - Rate Collection**

- Assist in the levying and dispatch of Council rate, instalment and final notices.
- Assist with rate collection and recovery processes.
- Liaise with the collection agency.
- Process valuation changes and levy interim rates.
- Levy interest accordingly on all interim rates.
- Issue interim rate notices.
- Assist in raising the Emergency Services Levy and submit to Fire and Emergency Services.
- Liaise, as required, with maintenance of the property information held on the Underground Power Register



**2. Outcome - Customer Service**

- Liaise with other Government authorities and agencies to provide rating and valuation information.
- Attend to telephone and counter enquiries regarding rating/electoral & pensioner matters.
- Oversee processing of change of ownerships and reply to settlement agents regarding account enquiries.
- Assist front counter rating enquiries during rates season.
- Provide a high level of internal and external customer service and comply with the Council's Customer Service Charter at all times.

**3. Outcome - Administration**

- Assist in the preparation of Council's electoral roll and other electoral functions.
- Processing changes to property file database.
- Create new property database records following subdivision, amalgamation and strata titling of properties.
- Provide relief to the Senior Rates Officer

**4. Outcome – Occupational Safety and Health**

- Ensure that any workstation is maintained in a safe, clean and tidy condition, so that risk of accidents occurring is reduced to a minimum.
- Exercise a duty of care to understand the need to work in a safe and efficient manner, having regard to their own safety and that of others.

**5. Outcome – Equal Opportunity and Diversity**

- Be aware of the principles of Equal Opportunity and Diversity.
- Ensure the workplace is free from discrimination, harassment and bullying.

**ORGANISATIONAL RELATIONSHIP:**

**The degree of supervision received by this position is predominantly:**

- General - with adequate instructions on what is required from the immediate supervisor.

**The following positions or bodies, internal/external to the organisation, are liaised with in order to fulfil the requirements of the position.**

**Internal**

- All employees

**External**

- Customers(Ratepayers)
- Other Local Authorities and Agencies
- Public Utilities
- Department of Land Information
- Consultants/Developers



- Valuer General's Office
- Settlement Agents
- Other Government Departments

**EXTENT OF AUTHORITY:**

**The Limits of Authority within which this position operates are:**

- Statutory requirements, Council policy and relevant legislative constraints.

**The Degree of Control over the activity of this position is governed by:**

- Work practices, standards and procedures.

**This position may make decisions in the following areas independently, without the guidance of the immediate supervisor:**

- In matters relating to Rating within delegated authority
- Processing of change of ownership and preparation of settlement agency advices.
- Ongoing maintenance of the electoral register.
- Processing valuation changes, levy, dispatch and collection of interim rates.
- Assessing and determining pensioner status.
- Monitoring special payment arrangements.
- While relieving the Senior Rates Officer as determined for that position.

**This position may give direction (either directly or indirectly) to all:**

- employees in matters relating to the rates and property system
- Customers (ratepayers)
- Real estate and settlement agents

**This position may exert influence in the following areas:**

- Daily processing of change of ownerships and settlement agent enquiries.
- Maintenance of the electoral register.

**This position may make recommendations on:**

- Matters within the ambit of change of ownership/settlement agent enquiries.
- Maintenance of the electoral roll.
- Valuation changes, levy, dispatch and collection of interim rates.

**This position may approve and officially sign the following documents for/on behalf of Council (internally or externally):**

- specified correspondence emanating from change of ownerships and settlement agent enquiries, interim rating and electoral matters.



**CERTIFICATION:**

*This Position Description is an important document and it may be used as part of the performance appraisal process, for job design/improvement, for classification or succession planning.*

**Position Title:** Rates Officer

**Position Description prepared by:** Manager Human Resources  
Manager Financial Services

**Position Description effective from:** October 2009

**Present Occupant:**

**I have read and understood this position description. I also understand that this position description may be further reviewed at a future date.**

Signature of Employee: \_\_\_\_\_ Date: \_\_\_\_\_

**Immediate Supervisor:** Senior Rates Officer

**I have explained and discussed this position description with the above signed.**

Signature of Immediate Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Director: \_\_\_\_\_ Date: \_\_\_\_\_

**Approved:**

Chief Executive Officer: \_\_\_\_\_ Date: \_\_\_\_\_