

## POSITION DESCRIPTION

POSITION TITLE	Rates Officer
DIRECTORATE - SECTION	Corporate Services – Financial Services
LEVEL - EBA	5/6 - Salaried
RESPONSIBLE TO	Coordinator Rates

### OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

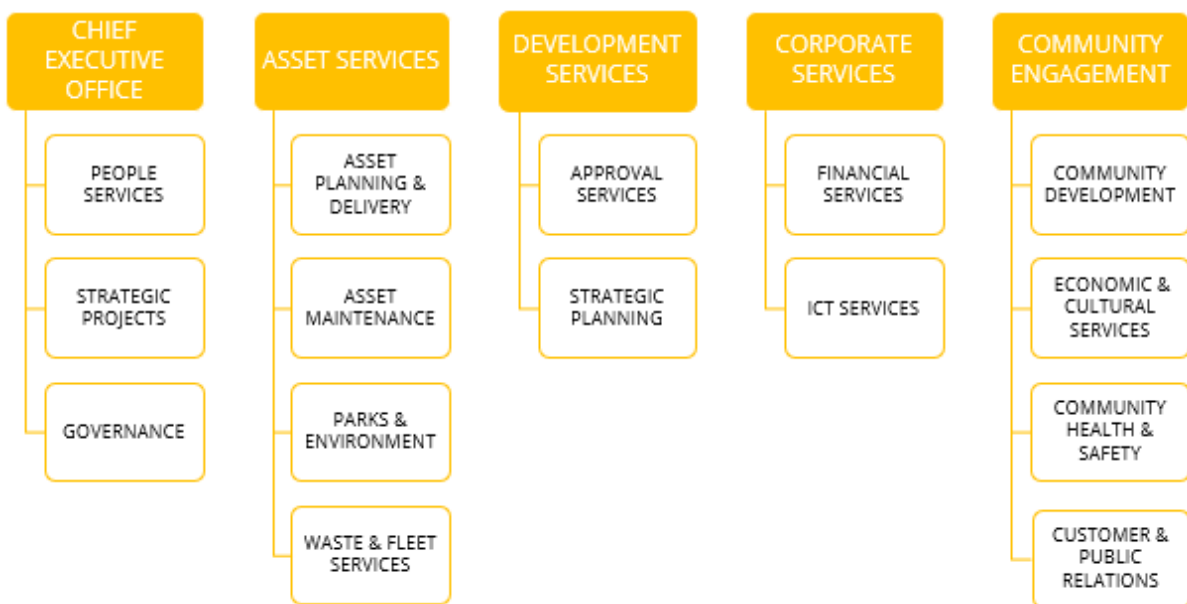
### OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

### OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

## ORGANISATIONAL STRUCTURE & FUNCTIONS



## THE OVERALL OBJECTIVE OF THIS POSITION

- To provide a high level of quality customer service and assistance to the public with rating queries.
- Execute changes of ownership and issue settlement statements.
- Execute change of addresses to maintain the rates database.
- To assist in the administration and management of the debt recovery process and procedures in accordance with Council policies and external legislation.
- Administer, monitor and maintain payment arrangements.
- Generation of bin adjustments.
- Assist in interim rating which would include property creation and rating
- To assist with processing of pensioner/senior application forms.

## KEY RESULT AREAS

Assist the Coordinator Rates and Senior Rates Officer in the maintenance and integrity of the rates book by but not limited to:

### GENERAL DUTIES

- Attend to rates enquiries (counter, telephone, written)
- Update rates information to match IntraMaps
- Act in a relief capacity for the Senior Rates Officer during periods of absence

### RATES BOOK

- Processing change of addresses
- Processing change of ownerships
- Processing pensioner applications

### PENSIONER RECORD MANAGEMENT

- Rebate Claims
- Produce pensioner claims to state revenue when necessary
- Liaise with Office of State Revenue(OSR) in relation to pensioner claim enquiries
- Maintain the City's pensioner records in accordance with State Revenue requirements
- Reconcile the City's Pensioner records with the OSR records

### RATES COLLECTION

- Ensure timely collection of rates
- Assist ratepayers who are experiencing financial hardship with an alternative payment plan
- Payment plans for outstanding rates within guidelines
- Download bank statements and prepare receipting batches
- Process receipting batches for payment of rates
- Process direct debit arrangements, payments and payment rejections
- Process eRates registrations and manage subscriptions

## **PROCESS IMPROVEMENTS AND INNOVATION**

- To identify and deliver process improvements to all aspects of the rating services processes
- To implement change management processes that integrates new initiatives into the day-to-day practices of the Rates Services team
- To assist the Coordinator Rates in achieving those positions goals and objective

## **CUSTOMER SERVICE**

- Proactively maintain and further foster excellence in customer service values and culture throughout the organisation and to external customers, with a consistently positive image of Council being promoted to the community.
- Attend to public enquiries pertaining to rating matters when required at the front counter and or via the telephone in accordance with the City customer service protocols.
- To monitor and ensure customer service delivery standards of the Rates Services team is maintained at the expected levels including efficiently and effectively providing comprehensive and quality customer service to both internal and external customers with respect to electronic sales advice and general rating.

## **ADMINISTRATION**

- Provide assistance to other rating staff relative to their role within the organization, and ensure they are conversant with any changes to legislation and or council policies and practices.
- Promote and encourage an open forum workplace within the business unit.
- Respond to correspondence received in a timely and professional manner.

## **WORKPLACE HEALTH AND SAFETY**

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

## **WORKPLACE COMPETENCY**

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

## **ESSENTIAL KNOWLEDGE/SKILLS CRITERIA**

- Well-developed written and verbal communication skills
- Excellent interpersonal and customer service skills
- Ability to work well in a team
- Good organisational skills

- Time management skills
- Sound level of understanding the broad functions of Local Government
- Excellent skills in using financial rating software systems
- Intermediate skills in MS Word and Excel
- A willingness to be adaptive, innovative and flexible.

## DESIRABLE KNOWLEDGE/SKILLS CRITERIA

- Previous experience in a Local Government rates role.

## SELECTION CRITERIA

1. Previous finance or rates experience is highly desirable.
2. Previous local government experience would be viewed favourably.
3. Ability to work in a team in an open plan office environment is essential.
4. A willingness to be adaptive, innovative and flexible is essential.
5. Good customer service skills
6. High accuracy with data entry

## PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

## DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

## DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

## AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

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REVIEWED BY: Manager Financial Services  
DATE PD REVIEWED/APPROVED: 18 September 2024

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