

## POSITION DESCRIPTION

POSITION TITLE	Senior Rates Officer
DIRECTORATE - SECTION	Corporate Services – Financial Services
LEVEL - EBA	6/7 - 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

Work collaboratively with the Rates team to undertake rating activities as directed by the Coordinator Rates and Manager Financial Services and provide a high level of quality customer service and assistance with rating queries.

## KEY RESULT AREAS

### EXECUTIVE (CEO AND DIRECTORS) SUPPORT

Chief Executive Officer, through the Director of Corporate Services, and the Manager Financial Services, is fully and accurately informed and supported to ensure the best possible strategic and operational decisions are made and initiatives and programs implemented, in relation to the development and delivery of rating services.

### RATES ADMINISTRATION

- Manage property creation and reconciliation of valuations as provided by Landgate.
- Undertake the role of managing the Names and Address Register (NAR).
- To assist in the administration and management of the debt recovery process and rates procedures in accordance with Council policies, external legislation and key performance indicators ensuring they remain efficient and effective.
- Maintain the Council's Rates Electoral Roll and register.
- Management of bin and other service adjustments as required.
- Attend to general rating enquiries efficiently and effectively.
- Provide relief support services to the rates team and perform other rating functions as directed.
- Manage changes of ownership and issue settlement statements.
- Administer, monitor and maintain payment arrangements and refunds.
- Implement the requirements of the Pensioner Rebate and Deferment Act by maintaining and approval of pensioner records and claims with Officer of State Revenue (OSR). Ensure monthly reconciliation with OSR database.
- Assist the Coordinator Rates with reconciliations, rates collection matters and other rating functions as directed.

### 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 Shire's customer service protocols.
- Assist with ensuring the 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 appropriate training and assistance to other rating and customer service staff relative to their roles within the organisation, 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 rates business unit.
- Respond to correspondence received in a timely and professional manner.
- Monitor and order stationery for the rates area.
- Assist in administering and maintaining records, journals and plans to support any information changes to the property system ensuring comprehensive testing for any upgrades to the rating software.
- Assists the year end rollover and generation of key system reports.
- Assists in year-end audit requirements in preparation of appropriate supporting documentation to match to the rates general ledger accounts. disclosure statement notes including annual completion of Deferred Pensioner Claims and liaising with the external auditors for the sign-off of the year end certificate.
- Participate in process mapping of key tasks and procedures

## **RATE LEVY & COLLECTION**

- Assist in the preparation of a Rates Calendar showing key dates for the differential rates levy, instalment options including final notices and debt collection programmes.
- Administer Council's rate instalments and approve special arrangement payment plans, direct debits within delegated authority, ensure interest calculations (both on instalment and default arrangements) and penalty charges, and manage the eRates database.
- Assist in the co-ordination of legal action on outstanding rates and liaise with the collection agent.
- Levy interim rates, service charges and reconciliation of the valuations with the Landgate roll with the assistance of the Rates Officer.
- Assist in the day-to-day collection of rates, service charges and all interim rates levied.
- Process applications for Rate exemptions, waivers and concessions in accordance with Council policy and make recommendations to the Manager Finance and Director Corporate Services.
- Process applications for financial hardship applications and make recommendations to the Manager Finance and Director Corporate Services.

## **COUNCIL ELECTIONS**

Assist in the production of electoral rolls in accordance with Electoral Regulations and prepare and co-ordinate electoral processes at the direction of the Returning Officers.

## **TEAM SUPERVISION**

The Rates Services team is a cohesive and high performing team, that is multi-skilled and able to support each other at all times. In the absence of the Coordinator Rates the day-to-day

supervision of staff and their needs; including training and development and performance evaluation is monitored closely and effectively.

### **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.

### **TRAINING/QUALIFICATION(S)**

Tertiary qualifications in accounting, business or related area, or part completion of a relevant tertiary qualification is desirable.

### **SELECTION CRITERIA**

1. Previous experience in a Local Government rates role desirable
2. Excellent skills in using financial rating software systems (the City is currently using IT Vision Synergy Soft) is desirable.
3. Demonstrated mathematical aptitude including the ability to reconcile general ledger control accounts, external databases and analysing accounts relating to property charges is essential.
4. Excellent spoken and written communication skills is essential.
5. Experience in managing customers expectation with good negotiation skills is essential.
6. Experience of working in a team environment
7. Ability to use MS Word and Excel at intermediate level is essential.
8. A willingness to be adaptive, innovative and flexible with a can-do attitude is essential.

### **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.

Note: Applicants who do not hold the above licence may still be considered dependent upon their demonstration that this will not adversely affect their ability to undertake the duties of this position, or adversely impact upon co-workers.

## 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: Coordinator Rates

DATE PD REVIEWED/APPROVED: 31 October 2023

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