

POSITION DESCRIPTION

POSITION TITLE	Coordinator Rates
DIRECTORATE - SECTION	Corporate Services – Financial Services
LEVEL - EBA	8/9 - Salaried
RESPONSIBLE TO	Manager Financial Services

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

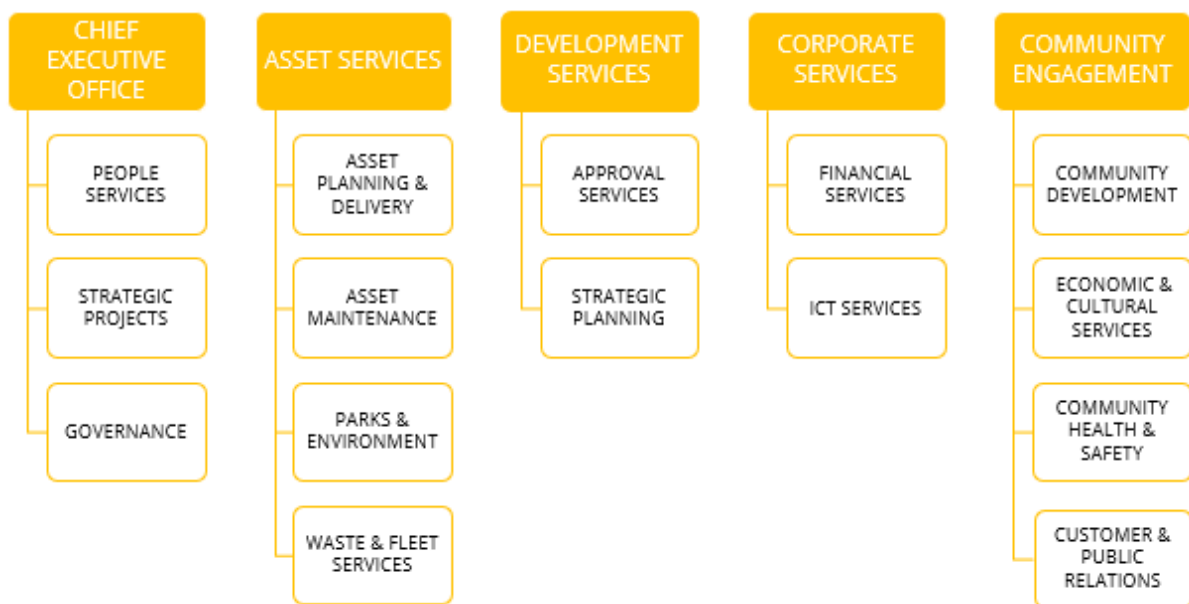
OUR SIMPLE GUIDING PRINCIPLES

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

- Administer and manage revenue stream including rates billing, revenue collection, debt recovery, payment arrangements, rebates, review of reconciliations of rates/sundry debtors and general ledgers.
- Deliver administration support, customer service and public relations outcomes that enhance the operations of the City's rates management process.

KEY RESULT AREAS

EXECUTIVE (CEO & DIRECTORS) SUPPORT

Chief Executive Officer, through the Director of Corporate Services and the Manager Finance, is fully and accurately informed and supported to ensure the high quality service been provided, best possible strategic and operational decisions are made and initiatives and programs implemented, in relation to the management of rates revenue processes.

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.
- Coordinate, train and provide information to rates and front counter personnel on day-to-day rating procedures and advise staff on property rating functions.
- Responsible for liaising with other Government and semi-Government authorities to provide rating and valuation information and resolve problems of a complex nature e.g. Local Government Department, Valuer General (Landgate), Department of Fire and Emergency Services, Office of State Revenue and other Local Government Authorities.
- Provide written and verbal information to Council's external customers on all rating matters.

ADMINISTRATION

- Develop and maintaining an accurate rating database and efficient and effective systems and processes in accordance with the Local Government Act 1995 and other relevant legislative and regulatory requirements and in line with Council Policies and guidelines.
- Coordinate the preparation and checking of Council's rates electoral rolls and other electoral functions.
- Prompt communication with management to ensure all pre-determined target dates are met.
- Prompt and accurate monthly report of the Section's activities and its progress in relation to agreed Key Performance Indicators.
- Develop, monitor and control all information stored on Council's property system.
- Supervise the maintenance and accuracy of the Names and Address Register. This would include liaising with other business units to ensure that standard protocols and processes designed by the Records Section are maintained.
- Administer and maintain records, journals and plans to support any information changes to the property system ensuring comprehensive testing for any upgrades to the rating software.
- Control and record all valuations in the rate book and process amendments; reconcile when necessary.
- Supervise all aspects of the Pensioner Rebate and Deferment Act.

- Process the annual rate levy generation, instalment plan and payment check generation and forward accurate rate notice files to the printer.
- Process end of year procedures in rating database reconciling opening and closing balances.
- Ensure the accuracy of all rate notices prior to issue and maintenance of appropriate backup records.
- Supervise, process and ensure the timely and accurate issue of rate notices, instalment reminders, final notices, interim notices and penalty charges.
- Assist with modelling projected rate income as part of the budget process or other rates related projects as directed.
- Approve applications from pensioners and seniors and oversee claims made with Office of State Revenue. Ensure that claims are reconciled with Office of State Revenue records.
- Annual completion of Deferred Pensioner claims which includes liaising with the external auditors for the sign-off of the year end certificate.
- Effectively deal with customer enquiries and timely attendance to their correspondence.
- Completion and actioning of General Ledger balance sheet control account reconciliations to the sub-ledger balances for all rating component ie: rates, Emergency Services Levy and bin balances. This may be done on a monthly cycle depending on the agreement between incumbent and Manager Financial Services.
- Administer the rating module and liaise with the software supplier to resolve any operation problems and application software difficulties. This would include providing specifications, test and controlling the design and functionality of all application systems used by the rates section.
- Keep up to date with the local government act and regulatory environment.

RATE COLLECTION

- Supervise the preparation, levy and dispatch of Councils Rate and Final notices.
- Administer Council's rate instalments and approve special arrangement payment plans and direct debits within delegated authority.
- Co-ordinate all legal action on outstanding rates and liaise with the collection agent.
- Supervise the levying of interim rates, service charges and reconciliation of the valuations with the Landgate roll with the assistance of the Rates Officer.
- Responsible for the day-to-day collection of rates, service charges and all interim rates levied
- Process applications for Rate exemptions.

STAFF SUPERVISION

- Proactively supervise and lead the Rates team members and ensure they are consistently provided with high quality, dynamic, innovative and proactive leadership guidance and support.
- Monitor each rates team member's Key Performance Indicators and provide regular and constructive performance feedback and development opportunities.
- Perform yearly performance reviews in liaison with the Manager Financial Services.

WORKPLACE HEALTH AND SAFETY

- As an officer of a PCBU (Person Conducting a Business or Undertaking), you must exercise due diligence to ensure the City complies with its health and safety duties.
- Due diligence includes keeping up to date knowledge on WHS matters, understanding the nature and operations of the work and any associated hazards.

- Ensure the City has and uses appropriate resources and processes to eliminate or minimise risks including both physical and psychological.
- Ensure the City has appropriate processes for work-related incidents, hazards and risks and to respond in a timely manner.
- Complies with the duties and obligations in reporting notifiable incidents, consulting with workers and complying with lawful instructions.

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)

- Rates Advance Course or Local Government training

SELECTION CRITERIA

1. Extensive, broad knowledge and experience in Local Government rating function experience.
2. Considerable knowledge and understanding of the Local Government Act 1995 and relevant legislation.
3. Completion of Rates Advance Course or Local Government training.
4. Proven effective leadership skills, proactively leading and motivating a team.
5. Well-developed written and verbal communication skills.
6. Ability to maintain financial integrity.
7. Skills in using financial rating software systems (the City is currently using IT Vision Synergy Soft).
8. Ability to use Microsoft 365 Apps, including Outlook, Word and Excel.
9. A willingness to be adaptive, innovative and flexible.

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.

REVIEWED BY: A/Manager Financial Services

DATE PD REVIEWED/APPROVED: 23 June 2023
