



### **POSITION DESCRIPTION**

<b>POSITION TITLE</b>	Rates and Revenue Coordinator
<b>AWARD CLASIFICATION</b>	Local Authorities Award 2001, Band 7A
<b>EMPLOYMENT STATUS</b>	Fixed Term Full time (6 months)
<b>DEPARTMENT</b>	Business Services
<b>DATE</b>	September 2018

### **POSITION OVERVIEW AND OBJECTIVE**

Perform all duties related to the Rates and Revenue unit efficiently and in accordance with the Local Government Act, Valuation of Land Act and applicable Accounting Standards and Regulations.

Ensure the accurate and timely billing and maximum collection of all property and other charges levied by Council.

Provide property management support to the Organisation.

Ensure statutory requirements of Council's election procedures and valuation responsibilities are met.

Supervise and support a small team to provide professional service and advice in the areas of Rates and Revenue collection.

Provide advice and assistance to the Manager Business Services on matters pertaining to rates, revenue and debt collection.

## **KEY RESPONSIBILITIES AND DUTIES**

Recognising the limited (6 month) term of the role, key duties and responsibilities include:

### Team Leadership function

- Support and coach rates staff to provide positive and high level customer service in a sometimes challenging area
- Train and develop team skills in the rates function.

### Revenue Administration Functions

- Coordinate the collection, receipting and banking of all revenue in compliance with the Local Government Act, Accounting Regulations and Standards.
- Provide advice and guidance to the Manager Business Services and Director Corporate and Shared Services on strategic and general issues related to Council's rating function.
- Ensure resolution of ratepayer requests within the Rates and Revenue Unit.
- Identify, develop and ensure the maintenance of procedure manuals and guidelines.

### Rating and Valuations

- Oversee and maintain accurate and up to date rate records and balance the rates system with reference to relevant legislation.
- Coordinate the issue of valuation and general rate notices, including supplementary notices and other notices/accounts when required.
- Coordinate the processing of pensioners' claims for rates rebates under the Municipalities Assistance Act and prepare quarterly claims for submission to the Department of Health & Human Services.
- Co-ordinate the response to written and verbal customer enquiries relating to rates and property information in a timely and efficient manner.
- Implement the debt recovery program on outstanding rates.
- Coordinate the management of the debt recovery contract with Council's debt collectors and legal advisers to ensure compliance with Best Practice Guidelines and all relevant legislation.
- Lead continuous business improvement through the use of technology and other processes.
- Coordinate support provided to the appointed valuer with information and resources to ensure timely and accurate valuation returns.
- Prepare analysis, reports, statistical returns and claims for senior management, Grants Commission, Valuer General, Government Departments, etc.
- Coordinate the issue of special rate charges in a prompt manner as required.
- Coordinate the supplementary valuation process.

### Voting Roll

- Maintain accurate and up to date voters' information.
- Coordinate the preparation of Voters' Lists and Voters' Rolls and assist with postal voting procedures and follow up 'Failures to Vote' in accordance with compulsory voting arrangements when required.

### Property Data

- Ensure accuracy of Council's property database.

- Provide input into the maintenance of Council's property and cadastral (mapping) databases.
- Ensure accuracy of the Council Name and Address Register (NAR) through affiliated software and reporting processes.
- Coordinate the preparation of the various property certificates within the time limits of the *Local Government Act 1989* and ensure and endorse rate related property information (except for town planning certificates) issued by Council are accurate and correct.
- Ensure compliance with legislative requirements for all issues relating to Geographic Place Names, such as locality amendments and road name changes – as provided by Community Assets.

#### Customer Service

- Be proactive in the delivery of services ensuring that quality customer service is provided by the unit at all times whether the communication is delivered personally, electronically, written or by telephone with the customer.

### **ORGANISATIONAL RELATIONSHIP**

Reports to :                    Manager Business Services

Internal Relationships: Council, CEO, Senior Management and Staff

Supervises:                    Assistant Rates Officer  
Fire Services Property Officer

External Relationships: Other levels of Government, Municipal Association of Victoria, ,ratepayers and residents, Electoral Office, Valuer General Victoria, State Revenue Office, statutory authorities, solicitors and estate agents, Debt Collection Agency and commercial printing service provider.

### **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- Coordinate the day to day functions of Rates and Revenue services so standards, budgets and timeframes are achieved.
- Supervision and development of staff in the revenue and rates unit.
- Provide specialist advice to others and support to the Manager Business Services.
- Working within Council guidelines and statutory requirements and scope to exercise discretion and regularly report to Manager Business Services.
- Provision of accurate rating, property and voters' services.
- Accurately issuing property certificates in accordance with time limits of the Local Government Act and other related legislative requirements
- Develop and review policy and procedures as it relates to the unit.
- Ensure that the assets required to deliver services are properly recognised in asset systems and are maintained/replaced and managed appropriately.
- Ensure the complete record management for Rates services is maintained in electronic document management systems
- Investigate and analyse issues as directed.
- Model and lead the proactive use of risk management as part of your normal work, business planning and decision making practices.
- Accountable for implementing Council's Enterprise Risk Management Policy in unit.

- Be responsible for the care of their own health and safety and that of others in the workplace and implement the risk and safety management system.

### **JUDGEMENT AND DECISION MAKING**

- Solve diverse problems and make decisions based on the application of organisational and team strategies and systems
- Apply specialist knowledge and techniques to new situations
- Make recommendations about policy and other matters after identification and analysis of a range of unspecified options
- Use initiative based on experience and or knowledge in determining suitable action
- Seek guidance from outside the organisation if and when required.
- Follow statutory procedures and meet statutory timelines.

### **SPECIALIST SKILLS AND KNOWLEDGE**

#### ***Management***

- Excellent knowledge of relevant rating and money handling procedures.
- Ability to plan and organise own and others work to achieve specific and set objectives in the most efficient way, within the broad organisational framework.
- Excellent numeracy skills.
- Ability to interpret the Local Government Act and other legislation as they relate to the operations of the rates and revenue unit.
- Understanding of computer based rates and property information system, including relationships between the property system and other property based processes, eg. Voting system, planning, building, as well as internal control procedures associated with banking of moneys received by Council.
- Understanding of financial management, the organisations long term goals and the legal and political context in which the organisation operates.

#### ***Interpersonal***

- Excellent written and oral communication skills
- Able to maintain confidentiality and protect privacy
- Strong communication and team building skills and capacity to deal with sensitive issues
- Able to complete specialist reports and external correspondence
- Model and lead others in customer focus and service delivery.
- Negotiate and consult with public in area of responsibility
- Able to liaise with other employees to resolve intra-organisational issues
- Able to implement continuous improvement principles and assist other to do the same

#### ***Specialist***

- Several years Local Government experience in a similar role
- Tertiary qualifications in a relevant field (desirable)
- Detailed knowledge of relevant legislation and standards.
- Understand the theoretical as well as practical application of specialist knowledge
- An ability to assess situations and events and identify opportunities for improvement.
- Victorian Drivers Licence

**KEY SELECTION CRITERIA:****Essential**

- Substantial knowledge of and/or previous experience in a Local Government rating environment.
- Strong interpersonal skills with demonstrated team coaching and supervisory skills
- Proven ability in supporting others in delivery of high quality customer service
- Financial and resource coordination skills
- Effective information technology skills relevant to the role, previous experience with Civica Authority Rates Module an advantage
- Self-motivated, enthusiastic and able to interact with all levels of staff, ratepayers and government agencies
- Timely and appropriate judgement, prioritisation and decision making skills
- Effective problem resolution skills.

**Desirable**

- Relevant tertiary or post graduate qualification in relevant business discipline.
- Membership of Revenue Management Association.