



### **POSITION DESCRIPTION**

<b>POSITION TITLE</b>	Assistant Rates Officer
<b>AWARD CLASSIFICATION</b>	Band 4
<b>EMPLOYMENT STATUS</b>	Part Time (3 days/week), Permanent
<b>DEPARTMENT</b>	Business Services
<b>APPROVED BY</b>	Manager Business Services
<b>Date</b>	November 2020

### **POSITION OVERVIEW AND OBJECTIVE**

To maintain the rating system of the Murrindindi Shire Council under the supervision of the Rates & Revenue Co-ordinator to ensure the maximum collection of all property and other charges levied by Council.

### **KEY RESPONSIBILITIES AND DUTIES**

1. Provide rate and property information to internal and external customers in a timely and efficient manner.
2. Maintain Council's rating and property system in accordance with procedures and processes outlined by the Coordinator Rates and Revenue.
3. Process claims by pensioners for rate rebates under the Municipalities Assistance Act and prepare quarterly claims for submission to the Local Government Department.
4. Provide helpful and efficient customer service and ensure that written and verbal enquiries relating to rates and property information are appropriately responded to in a timely and efficient manner.

5. Ensure that all returned rate notices have been fully investigated. Implement the debt recovery program including payment arrangements on outstanding rates and charges and report monthly to the Rates & Revenue Co-ordinator on actions taken.

#### Property Certificates

6. Co-ordinate the preparation of the various property certificates within the time limits of the Local Government Act and endorse rate-related property information certificates (except for town planning certificates) issued by Council ensuring they are accurate and correct.

#### Property Data Base

7. Maintain accurate and up to date property database updated from notice of acquisition & dispositions from property sales. Assist where required with the maintenance of the mapping database.

#### Elections

8. Maintain accurate and up to date voter's information. Assist with the preparation of voter's lists and rolls under the supervision of the Coordinator Rates and Revenue.

#### General Administration

9. Receipt the daily download and verification of Bpay and Internet payments.
10. Assist with the maintenance of Council's Name and Address Register.
11. Perform general administrative duties as required, to meet the requirements the organisation.

### **ORGANISATIONAL RELATIONSHIPS**

Reports to:	Coordinator Rates and Revenue
Internal Relationships :	All staff.
External Relationships :	Members of the general public and government departments with sundry debtor accounts. Debt Collection Agency.

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

- Accountable for providing accurate rating, property and voter's information, and the preparation of property certificates within set time limits.
- Work within established guidelines with scope to exercise discretion within agreed parameters
- Provide information and support to other members of staff
- Seek direction from supervisor where requirements unclear
- Ensure resources are used in an efficient and effective manner
- Engage in professional conduct at all times.
- Ensure that all reasonable care is taken in relation to personal health and safety.
- Ensure compliance with all policies, regulations and legislation in relation to area of responsibility

## **JUDGEMENT AND DECISION MAKING**

This position has the authority to undertake adjustments to the rates, property and voters' database as well as the preparation and signing of property certificates.

- Judgement and decision-making in relation to adjustments to rates and property database.
- This position requires the officer to follow statutory procedures and meet statutory time limits in several duties of the position.
- Choose processes and /or methodology from an established range of alternatives
- Decisions and actions are usually subject to guidelines and always to review by supervisor or department manager.

## **SPECIALIST SKILLS AND KNOWLEDGE**

### ***Management***

- Able to plan and organise own work to achieve specific and set objectives within resources available and set timeframe.
- Must be able to coordinate statutory processes within property system to ensure statutory deadlines are met.

### ***Interpersonal***

- Skills to undertake routine correspondence and reports
- Good communication skills to liaise with customer enquiries and Council staff
- Able to work as part of a team
- Able to maintain confidentiality and protect privacy
- Friendly and approachable manner;

## **QUALIFICATIONS AND EXPERIENCE**

The following qualifications and experience are desirable:-

- Detailed understanding of computer based rates and property information system, including relationships between the property system and other property based processed, eg. voting system, planning, building, as well as internal control procedures associated with banking of monies received by Council.
- Knowledge and proficiency in personal computer software – word processing and spread-sheeting; as well as Council programs for property management, mapping and financial processing.
- General accounting and reconciliation skills.
- Some years' background in rates administration is desirable but not essential.
- Full Secondary Education plus Short Industry based Training Course.

### ***Physical***

## **KEY SELECTION CRITERIA**

- Experience (1-3 years) in rates administration and or general accounting, book-keeping and reconciliations is desirable
- Strong numeracy skills
- Organised and efficient with good attention to detail
- Customer oriented with strong interpersonal skills
- Team player with a positive attitude
- Computer proficiency in MS office suite, especially excel