

## POSITION DESCRIPTION

### RATES & REVENUE OFFICER

<b>Award Classification</b>	Victorian Local Authorities Award 2001 – Band 5
<b>Directorate</b>	People & Governance
<b>Reports to</b>	Rates & Revenue Coordinator
<b>Supervises</b>	Nil
<b>Approved By</b>	Director People & Governance

### OUR GUIDING PRINCIPLES

Strathbogie Shire Council recognises that great organisations are built on shared and demonstrated values. All Council employees are expected to demonstrate commitment and act in accordance with the following guiding principles:

- **Progressive & Responsive** – We are leaders in local government innovation and are responsive to the community.
- **Fair & Consistent** – We are fair and consistent in our thinking, actions and decisions.
- **Open & Honest** – Leaders are open and accessible. Staff are confident to speak their mind. We value honesty.
- **Selfless & Inclusive** – We take a “Shire First” approach and value the participation and opinion of all

### POSITION OBJECTIVES

- Provide professional and responsive support to the Finance Department primarily in relation to Rates and other Revenue.
- Assist the Revenue Department ensuring Council’s rating database is up-to-date and accurate at all times.

### KEY RESPONSIBILITIES AND DUTIES

- Assist with maintaining all facets of Council’s property and rating databases.
- Process supplementary valuations and rates ensuring compliance with Council policy and other relevant legislation.
- Provide assistance as required to the Council Valuer in the administration of revaluation and supplementary valuation processes.
- Provide support and assistance to senior officers and team members as appropriate.
- Provide excellent customer service to Council, the community, ratepayers and other external stakeholders regarding rate and property information either in person, or by phone, written or electronic means.
- Support Council’s debt recovery processes through payment plan arrangements, documentation, and ensuring compliance by rate payers.
- Assist in satisfying Council’s responsibilities for the preparation of Voters rolls and other procedures for Council elections.
- Support the Rates & Revenue Coordinator in implementing the recommendations of Council’s Audit and Risk Committee as adopted by Council, including maintaining, documenting, and reviewing procedures.
- Prepare Land Information Certificates as required.
- Process Notices of Acquisition and Disposition
- Assist in the administration of Pensioner Rate concessions

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### OCCUPATIONAL HEALTH AND SAFETY

- The incumbent must demonstrate a strong commitment to workplace health and safety and effective organisational and public risk management and must take all reasonable care in the performance of their duties to prevent injury to themselves and others.
- The position is responsible for complying with the Council's Occupational Health and Safety management program and relevant legislation by working in a safe and responsible manner taking into consideration other staff members. Responsibility includes correct use of equipment and the identification and reporting of workplace incidents and hazards.

### RISK MANAGEMENT

- Ensure that activities, functions and responsibilities are carried out in accordance with statutory obligations and legal procedures, with minimal exposure to risk and litigation.
- Ensure Council's Risk Management Policy and Procedures are observed and complied with at a personal level.
- Participate actively in the identification and reporting of risks and contributing to implementation of identified controls.
- Perform the position functions and duties in accordance with risk management provisions of their position description or contract.

### ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable to the Revenue Coordinator for the quality, effectiveness, cost and timeliness of work plans and programs and for the care of assets, systems and technology being utilised.
- Operate within the requirements of Council policies and procedures, relevant legislation, and specified work programs.
- May supervise resources or support more senior employees.
- Accountable for quality, effectiveness, cost and timeliness of work and safety of asset management.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise some discretion in the application of established standards and procedures.

### JUDGEMENT AND DECISION MAKING

- Ability to make decisions within the daily operation of the position and established standards and procedures.
- The objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives.
- Guidance and advice are always available within the time to make a choice. Guidance may be available within time.

### SPECIALIST KNOWLEDGE AND SKILLS

- Proficiency in word processing, Excel spreadsheet and database management.
- Data entry experience, analytical capability, and high level of accuracy and attention to detail.
- Understanding of the function of the position within its organisational context, including relevant policies, regulations, and precedents.
- An understanding of the long-term goals of the unit in which they work and, where appropriate, an appreciation of the goals of the wider organisation.
- Provide direction, leadership and structured training or on the job training to employees or groups of employees.

## POSITION DESCRIPTION

### MANAGEMENT SKILLS

- Ability to manage time setting priorities and planning and organising own work and that of supervised employees within resources and a set timetable.
- Ability to communicate concerns regarding work practices with senior employees.
- Implement basic personnel policies and practices, including EEO, OH&S and training and development.

### INTERPERSONAL SKILLS

- Excellent communication, interpersonal and customer relations skills.
- Ability to work cooperatively and flexibly with the Revenue Coordinator and members of the Finance Team to ensure timely delivery of relevant information.
- Act professionally, with integrity, honesty and confidentially.
- Ability to gain cooperation and assistance from ratepayers, members of the public and other employees in the administration of well-defined activities.
- Demonstrated commitment to teamwork to achieve goals and results.
- High-level written communication skills to enable the preparation and presentation of routine correspondence and reports when required.

### QUALIFICATIONS AND EXPERIENCE

- Relevant experience and/or qualifications in administration, finance, or similar.
- Intermediate experience in computerised accounting systems and processes.
- High-level experience in the use of computer applications including Microsoft Excel, Word and Outlook, and the Adobe PDF Editor.
- Previous experience in local government or similar.

### KEY SELECTION CRITERIA

#### **Essential**

- Relevant experience and/or qualifications in administration, finance, or similar.
- Experience in computerised accounting systems and processes.
- Geographic knowledge of municipality.
- Proficient in the use of computer applications including Microsoft Excel, Word and Outlook, and the Adobe PDF Editor.
- Sound attention to detail and time management skills and ability to meet strict deadlines.
- Excellent communication, interpersonal and customer relation skills.
- Use initiative and act professionally, with discretion, integrity, and confidentiality.
- Analytical thinking to assist in identifying and resolving issues.

#### **Desirable**

- Knowledge of the Local Government Act and other relevant legislation relating to the rating and valuation of properties would be highly regarded.
- Experience working in a Local Government sector.

### TERMS AND CONDITIONS OF EMPLOYMENT

The Rates & Revenue Officer position is classified as a Band 5 within the Strathbogie Shire Council Enterprise Agreement 2023. The salary range for this position is within Band 5 plus superannuation in line with legislation and Income Protection per annum commensurate with qualifications and experience. Membership of a superannuation fund is compulsory (default fund is Vision Super). Annual, sick, and long service leave accruals will apply in accordance with the Victorian Local Authorities Award 2001 and the Strathbogie Shire Council Enterprise Agreement 2023.

**POSITION DESCRIPTION**

**SIGNATURES**

**EMPLOYEE**

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**Name:**

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**Signed:**

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**Date:**

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