

Position Description – Assistant Rates Officer

Shire of Donnybrook Balingup 000.V.24.1



GENERAL OVERVIEW:

Position Title:	Assistant Rates Officer
Directorate/Division:	Finance and Community/Financial Services
Industrial Instrument:	<i>Local Government Industry Award 2020(IA)</i>
Classification:	Level 4
Reports to:	Manager Financial Services
Primary Location:	Administration Office Building – 1 Bentley Street, Donnybrook, WA 6239

OUR VISION:

“ A proud community enjoying our rural lifestyle, cultural heritage, and natural environment. ”

POSITION OVERVIEW:

Responsible for accurately maintaining the property and rating database in accordance with the *Local Government Act 1995*, *Valuation of Land Act 1978*, *Mining Act 1978* and the *Rates and Charges (Rebates and Deferment) Act 1992*.

POSITION OBJECTIVES:

Subheading

- > Support the effective administration of Council's rates and service charges, ensuring compliance with relevant legislation, policies and statutory requirements.
- > Assist in the implementation, monitoring and continuous improvement of debt recovery and revenue management processes in accordance with Council policy and legislative obligations.
- > Contribute to the ongoing maintenance, review and enhancement of Council's rating systems, processes and data integrity.
- > Foster a collaborative and positive team environment by actively sharing knowledge, supporting colleagues and contributing to team objectives.
- > Deliver high-quality customer service by acting as a key contact point for ratepayers and stakeholders, responding to enquiries professionally, accurately and within agreed service standards.
- > Assist with the administration and allocation of rural and urban street numbering in accordance with Council policies and addressing standards.
- > Maintain and update the tip pass allocation database, ensuring accurate and timely record management.
- > Process and reconcile daily electronic rate payments, maintaining accuracy and integrity of financial records.
- > Identify opportunities for process improvement and contribute to the development of efficient, customer-focused systems and practices.



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- > Ensure compliance with workplace health and safety requirements, legislative obligations, financial controls, policies and administrative procedures.
- > Provide operational support to the Rates Officer across all day-to-day rating and revenue functions.
- > Provide back-up support for Customer Service when required
- > Assist in the provision of information for internal and external audits.
- > Undertake additional duties and projects as directed by the Manager Financial Services that are commensurate with the role's skills, experience and competencies.

ORGANISATIONAL RELATIONSHIPS:

Responsible for: Nil

Internal Relationships: All Shire of Donnybrook Balingup employees

External Relationships: Federal and State government agencies, other local governments, community groups, agencies, contractors, staff associations and organisations, private sector stakeholders, ratepayers, local residents, media, and general public.

EXTENT OF AUTHORITY:

Under the direction of the Manager Financial Services and as delegated from time-to-time, the incumbent has authority to act within predetermined guidelines, policies, procedures, predetermined budgetary limits and expenditure and in accordance with the statutory provisions of the *Local Government Act 1995* and other relevant legislation.
Delegated authority in accordance with the Delegations Register.

POSITION BENEFITS:

Rostered Day Off (RDO):	No	Vehicle:	No
Mobile Telephone:	No	Laptop/computer:	Yes
Gym Membership:	Yes	Wellbeing Program:	Yes



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CORPORATE RESPONSIBILITIES:

Budget:	Council adopted
Code of Conduct:	All employees are responsible for adhering to the Shire's Code of Conduct and the policies and procedures that support it.
Workplace Health and Safety (OH&S):	The Shire of Donnybrook Balingup is committed to ensuring the health and safety of its employees. All employees have responsibilities and accountabilities which are identified in Operational Procedure EXE/OP-7 Work Health and Safety Responsibilities.
Equal Opportunity:	Comply with the Shire's EO requirements and provide, so far as practicable, an environment that is fair, equitable and free of harassment for staff and those we serve.

TRAINING MATRIX:

Training can be achieved through many different mediums, including previous experience, formal qualifications and education. The following programs are provided to you, and are compulsory, as a new employee of the Shire of Donnybrook Balingup:

Shire of Donnybrook Balingup Induction:	To be completed within one (1) week of commencement of employment as per contract.
Workplace Health and Safety (OH&S) Induction:	To be completed within two (2) weeks of commencement of employment as per contract.
Records System Training:	To be completed within the first month of commencement of employment as per contract.
Corporate Software (Synergy) Training:	To be completed within the first month of commencement of employment as per contract.
Local Government Induction Training:	To be completed within the first month of commencement of employment as per contract. <i>(Not required for all positions)</i>

ANNUAL PERFORMANCE REVIEW:

At least once in every calendar year, an evaluation of the position holder's performance will be conducted by the Manager / Supervisor. The annual review will include an assessment of achievement of the key duties, responsibilities, and key performance indicators (KPIs) and will be used to identify training and development needs.



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SELECTION CRITERIA:

Essential Requirements

- Demonstrated experience in rates, revenue, finance administration or a similar local government administrative role, with the ability to accurately process financial transactions and maintain records.
- Sound knowledge of customer service principles, with proven ability to communicate effectively and professionally with customers, stakeholders and colleagues, both verbally and in writing
- Well-developed attention to detail and organisational skills, including the ability to manage competing priorities, meet deadlines and maintain a high level of data accuracy and integrity
- Proficiency in the use of computerised business systems and Microsoft Office applications, particularly Excel, with the ability to learn and utilise specialised local government software.

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Desirable Experience and Qualifications

- Knowledge of local government rating legislation, debt management practices and property-related administration, including rates and service charges
- Experience using local government systems (such as SynergySoft, Authority, TechnologyOne or similar ERP/rating systems) and an understanding of continuous improvement principle

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ACKNOWLEDGEMENTS:

The details contained in this position description are an accurate statement of the key duties and responsibilities and other requirements of this position and consideration has been given to any relevant KPIs and objectives.

Manager Name:

Signature:

Date:

I have noted the statement of the key duties and responsibilities and other requirements as noted in this position description. I also acknowledge that other duties, KPIs and objectives may be assigned to this position as required from time to time to meet the business needs of the organisation.

**Position Holder
Name:**

Signature:

Date:

