

POSITION DESCRIPTION



Title:	Senior Officer - Rates and Revenue
Position Number:	CP16
Classification:	Band 5
Directorate:	Corporate Services
Department:	Finance and Rates
Award:	Greater Shepparton City Council Enterprise Agreement / Victorian Local Authorities Award 2001
Incumbent:	Vacant

ORGANISATIONAL RELATIONSHIPS

Reports to:	Team Leader - Rates and Revenue
Direct Reports:	▪ Nil
Primary Internal Relationships:	▪ Chief Executive Officer ▪ Councillors ▪ Executive Leadership Team ▪ All Staff
Primary External Relationships:	▪ Property owners, ratepayers, residents and the general public ▪ Solicitors/conveyancers and their staff ▪ State and Federal Government Departments ▪ Contractors ▪ Consultants

POSITION OBJECTIVES

Provide assistance, accurate and relevant information in relation to rates, property, valuations and the budget process including the collection of rate revenue.

Provide senior assistance with the operation and management of the Rates and Revenue team to ensure that all functions are performed in a timely, accurate and efficient manner in accordance with relevant Council policies, procedures, Acts and Regulations.

KEY SELECTION CRITERIA

- Working knowledge of rating software, particularly modules for rates accounting, property administration and Name and Address Register or other relevant experience maintaining a database and financial transactions.
- Demonstrated ability to co-operate and work well with others in the pursuit of team goals, share information, support others, show consideration, concern and respect for others' feelings and ideas.
- Highly developed organisational skills and the ability to adapt to changing work demands and circumstances, a willingness to embrace new ideas and balance competing demands with a high level of attention to detail.
- Experience in the application of relevant legislation, legal, contractual or business management principles, practices and policies.
- A positive work ethic and demonstrated commitment to quality customer service, including sound negotiation and conflict resolution skills.

KEY RESPONSIBILITY AREAS

Leadership Support

- Provide support to the Team Leader - Rates and Revenue in co-ordinating and instructing the Rates and Revenue team to ensure that all rating and valuation requirements are met in accordance with legislation and Council guidelines.
- Assist the Team Leader - Rates and Revenue to ensure all internal audit control mechanisms are rigidly maintained.
- Provide leadership, guidance and support to the Rates and Revenue team to ensure tasks are completed in a timely manner to a high standard and encourage team cohesion by developing and utilising effective communication lines.

Accounts Receivable

- Generate relevant debtor ageing reports, with appropriate analysis and communication of results and recommended actions.
- Regular monitoring of debtors including following up on overdue accounts and incomplete transactions using such methods as phone calls and the preparation of correspondence to internal and external customers.
- Administer the sundry debtor write off process including obtaining relevant approvals and monthly reporting of write off balances to Manager Finance and Rates and the Director Corporate Services.

Debt Collection

- Co-ordinate and facilitate Council's debt collection processes, including: the calculation of interest on overdue accounts; issuing relevant notices and letters; and the exchange of rating data with Council's debt collection agency to meet debt collection requirements.
- Evaluate and process requests for payment plans, including negotiation, review and issuing relevant letters.
- Provide accurate information to ratepayers in regards to enquiries or grievances for matters referred to debt collection.

Supplementary Rates and Charges

- Participate in the supplementary valuation and objection process including liaising with valuers on the appropriate and timely provision and exchange of valuation data.
- Ensure that the input of returned supplementary valuation and objection data is completed in an accurate and timely manner.

Reporting and Reconciliations

- Ensure all internal audit control mechanisms are rigidly maintained.
- Identify and report on any areas of potential risk management exposure.
- Check and authorise correspondence, reports and changes where required, such as supplementary valuation and objection audit/generation reports.
- Assist the Team Leader - Rates and Revenue in the preparation of various reporting requirements, such as FSL Reporting, Grants Commission and Financial Reports.
- Reconcile rate and municipal charge exemptions annually and/or as required.
- Prepare an invoice and reconciliation for DHHS in relation to reimbursement of pension concessions claimed as required, including annual verifications.
- Complete end of year processes relating to rates and charges within scheduled timeframes.

Special Rates and Charges

- Prepare and administer any special rate and charge scheme as required.

Customer Service

- Promote a positive customer service focus of the Rates and Revenue team.
- Ensure that all interactions with both internal and external customers are professional.
- Attend to correspondence and enquires involving a more complex rating nature including but not limited to non-rateable requests, rating reclassifications, charitable organisation rebates.
- Provide accurate, timely and relevant advice and assistance to customers regarding property and rating related enquiries in accordance with legislative requirements.
- Assist Council's external contractors (including valuation and debt collection contractors) with property and rating related enquiries, in accordance with the terms and conditions of advertised contracts and legislative requirements.

Continuous Improvement

- Actively assist in the development and maintenance of an ongoing program of Rates and Revenue process reviews, in support of a culture of continuous improvement and quality customer service.
- Demonstrate commitment to continuous improvement and best practice methods for the Rates and Revenue Team.

- Actively participate in business process reviews, provide suggestions and regularly review tasks for opportunities to overcome roadblocks and improve efficiency, in support of a culture of continuous improvement and quality customer service.
- Actively contribute to the regular development of procedural documentation relating to Rates and Revenue tasks and processes.
- Promote a strong team approach to Rates and Revenue team responsibilities.
- Actively participate in an annual performance review.

General Administration

- Prepare monthly and ad-hoc rate reports for senior management including the preparation of rate statistical returns and claims as required.
- Maintain and prepare Council's voters list as required.
- Co-ordinate and facilitate the update of revaluation and valuation data.
- Process financial adjustments as required.
- Provide assistance for administration duties where required, including but not limited to change of address and ownership.
- Maintain Council's Name and Address Register parameters, including duplicate entries of people, addresses and address components.
- Provide training to existing and new Council employees in relation to Council's Name and Address Register.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position is accountable for:

- Providing professional, accurate and friendly service and advice to customers within the area of responsibility in accordance with Council policy and guidelines and management's direction.
- Providing support to the Rates and Revenue team and maintaining a good working relationship with co-workers.
- Exercising skills in database maintenance and generation of reports or plans from computerised and/or paper based systems.
- Ensuring that all rating/valuation administration requirements are met in accordance with legislation and Council policies and procedures.
- Contributing recommendations for improvements in all rates related development plans, policies and procedures.
- Adherence to all relevant Council policies and procedures.
- Reporting to the Team Leader - Rates and Revenue of any issue that is unable to be resolved in the workplace.

This position has the authority to:

- Work within the scope of the position description and assigned delegations.
- Respond to customer enquiries, including but not limited to telephone, electronic communications and over the counter.

Judgement and Decision Making

- Ability to solve problems using Council's directives, procedures and policies along with existing knowledge.
- Ensure compliance with appropriate legislation, awards and agreements, policies, procedures and relevant standards.
- Resource supervision based on clear objectives and/or budgets.
- Providing specialist advice to customers, to regulate customers or make decisions based on statute, procedure, policy and/or established guidelines and within budgetary constraints.

Multiskilling and additional duties

- The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skills, competence and training, provided such duties do not result in a narrowing of the employee's skill base.

SKILLS AND KNOWLEDGE

Specialist Skills and Knowledge

- An understanding and working knowledge of the relevant technology, procedures and processes used with the Rates and Revenue team.
- An understanding of the underlying principles involved in interpreting and applying relevant legislation, regulations and policy.
- An understanding of the role and function of the senior employees to whom they provide support, an understanding of the long term goals of the unit in which they work, and an appreciation of the goals of the wider organisation.

- Proficiency in the use of PCs and software applications, in particular Microsoft Word, Microsoft Excel and Microsoft Access.
- Highly developed problem solving skills and the ability to think clearly, concisely and laterally.

Management Skills

- Ability to manage time, set meaningful priorities, plan and organise own work and in appropriate circumstances that of other employees, within a changing environment and against competing demands so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Set, achieve and monitor goals set by themselves.
- Maintain a positive work ethic and a demonstrated commitment to quality customer service, including conflict resolution.
- Identify and report on any areas of potential risk management exposure.
- Ability to adapt to changing work demands and circumstances and a willingness to embrace new ideas.

Interpersonal Skills

- Ability to gain co-operation and assistance from customers, members of the public and other employees in the administration of defined areas.
- Ability to work with people from diverse backgrounds and groups.
- Ability to co-operate and work well with others in the pursuit of team goals, share information, support others, show consideration, concern and respect for others feelings and ideas.
- Ability to maintain confidentiality and discretion.
- Ability to liaise and communicate, in writing and verbally, with various employees across the organisation regarding specialist matters and issues.
- Commitment to ongoing positive personal and professional relationships, presentation and continuous improvement.

QUALIFICATIONS AND EXPERIENCE

- Relevant experience (minimum of 3 years) within a local government rating environment or other relevant role including experience working with databases and spreadsheets.
- Demonstrated ability to understand and comply with legal and statutory requirements and processes.
- Previous experience in finance or property conveyancing environments.
- A working knowledge of Infor's Pathway software system, particularly modules for Rates Accounting, Property Administration and Name and Address Register.
- Well-developed customer service skills and experience, particularly when dealing with difficult customers.

OTHER INFORMATION

This position description is an overview of the role; reasonable adjustments to the role that do not change the overall level, scope or intent of the original position may be discussed and agreed to in consultation with the incumbent.

It is a prerequisite of this position that the incumbent holds and maintains a current:

- Victorian Drivers Licence

LEGISLATION

As a Council officer the incumbent is required to be aware of and adhere to the following acts, regulations and codes (as replaced from time to time):

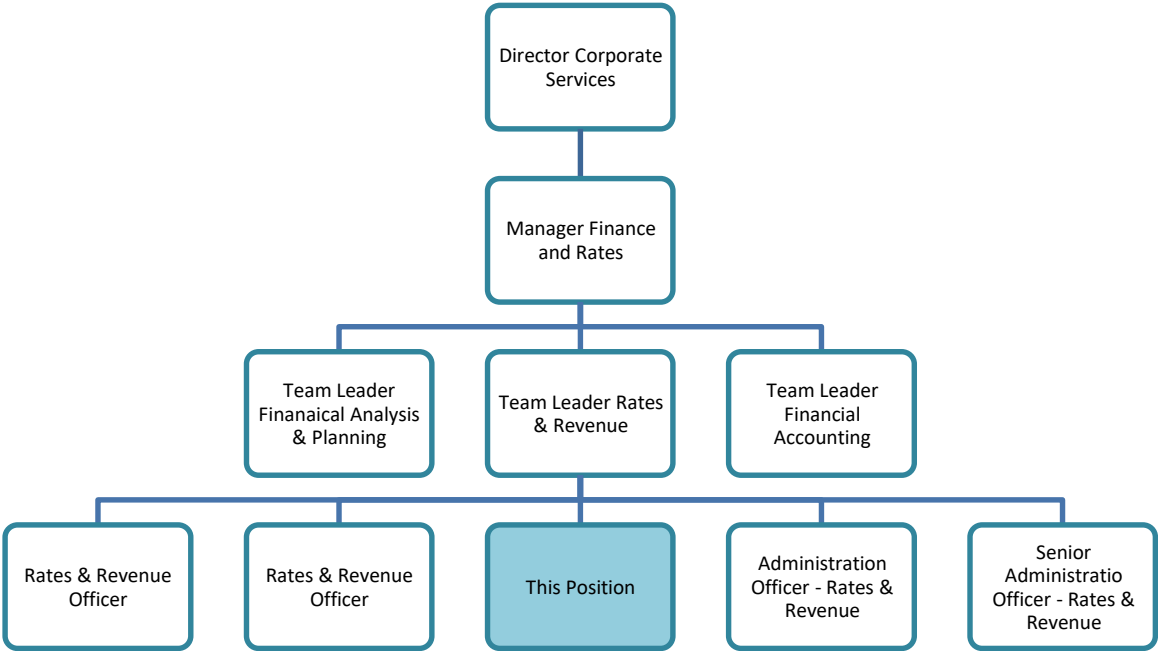
- Local Government Act 2020
- Valuation of Land Act 1960
- Fire Services Property Levy Act 2012
- Charities Act 2013
- Occupational Health and Safety Act 2004
- Equal Opportunity Act 2010
- Greater Shepparton City Council– Employees Code of Conduct

This is not an exhaustive list and individual roles may have responsibilities under other forms of legislation.

ORGANISATIONAL CONTEXT

Departmental Overview

The Finance and Rates Department provides the revenue and rates, management accounting, financial accounting and accounting operations function of Council including, management and preparation of annual budget; statutory financial reporting; internal auditing; accounts payable and receivable; financial planning; statutory and regulatory compliance; treasury functions; rates and property valuation.



Our Values reflect what we feel is important. Organisations may have core values that reflect what is important in the organisation.

These values may be guiding principles of behaviour for all members in the organisation.



We are attentive, listen to others and consider all points of view in our decision making.



We take pride in honouring our promises and exceeding expectations, and are transparent with and accountable for our actions.



We lead with integrity, and stand up and stand by what is in the best interests of the Greater Shepparton Community.



We work collaboratively to create higher quality outcomes that are more efficient, thoughtful, effective and responsive. We cannot accomplish all that we need to do without working together.



We are open to new ideas and creatively seek solutions that encourage us to do our best for our community.



As ambassadors for our people and place, we proudly celebrate the strengths and achievements of Council and the Greater Shepparton Community.

SHARED ORGANISATIONAL RESPONSIBILITIES

Occupational Health and Safety

All employees are responsible for the effective implementation of the Greater Shepparton City Council Safety Management System and demonstrate a commitment to effective risk management and minimisation. This includes:

- Taking reasonable care for their own safety and that of others at work.
- Obey all instructions from their supervisors to protect their own personal health and safety and that of others.
- Actively participate in OH&S training and awareness programs.
- Follow and encourage work group adherence to safe working procedures, instructions, guidelines and practices and recommend change if considered inadequate.
- Using safety devices and PPE correctly and when required.
- Reporting any incidents, near misses or safety hazards to supervisors, management or HSR's.
- Ensuring that they do not endanger any other person through any act or omission at work.
- Ensuring they are not affected by the consumption of alcohol or other drugs, illness or fatigue or endanger their safety or that of others.
- Actively participate in work group OH&S activities such as toolbox sessions.

Customer Service

Our customers are persons or organisations that use or needs a services provided by Greater Shepparton City Council.

We believe service excellence is the ability to provide a high quality consistent and empathetic service to our customers in line with Council objectives and statutory obligations.

Greater Shepparton City Council recognises customer service as a whole of Council responsibility. We will strive to provide service excellence through:

Informed professional guidance and advice.

- Listening to and understanding our customer needs.
- Developing skilled and motivated staff.
- Strengthening relationships between staff and the customer.
- Ongoing evaluation reporting and continuous improvement.

Recordkeeping

As an employee of the Victorian Public Service Sector, you have a statutory obligation to maintain the confidentiality, integrity and availability of public sector information. It is your responsibility to ensure you are fully aware of the recordkeeping responsibilities detailed in the Greater Shepparton City Council's Records and Information Management Policy, Framework and associated procedures. It is a requirement for all staff to create, capture and protect the full and accurate records of all work related decisions and activities into relevant approved corporate systems.

Emergency Management

Greater Shepparton City Council understands and accepts its roles and responsibilities in emergency management operations described in the Emergency Management Act (1986 & 2013) and it is a core function of Council business.

The incumbent may, at times be asked to assist in Council's emergency management operations, within reason.

Risk Management

All employees are to:

- Understand the principles and purpose of Risk Management and the associated framework activities.
- Understand all the risks associated with their activities and assist their Manager/Team Leader in the identification and management of risks.

Child Safety

Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

INHERENT PHYSICAL AND COGNITIVE REQUIREMENTS

The frequency of the physical and psychosocial demands required of the position are defined as:

Never (N)	Does not occur
Rarely (R)	May occur but does not occur daily or weekly. (1% - 5% of the time spent)
Occasionally (O)	Does occur, time is set aside to perform this activity. (6% - 33% of the time spent)
Frequently (F)	Occurs daily or takes up a large percentage of the day. (34% - 66% of the time spent)
Constantly (C)	Primary activity for this position. (67% - 100% of the time spent)

	N	R	O	F	C
Work Environment					
Indoors					X
Outdoors		X			
Slippery Surfaces	X				
Uneven ground/Sloped areas	X				
Work in isolation	X				
Work in confined spaces	X				
Work at heights	X				
Work in dusty/fumes/foul smells	X				
Exposure to loud noises requiring hearing protection	X				
Exposure to personal waste	X				
Body Posture					
Standing			X		
Sitting					X
Squatting/Crouching	X				
Kneeling	X				
Twisting	X				
Bending	X				
Manual Handling					
Reaching or working overhead (above shoulder)	X				
Reaching forward	X				
Gripping/fine motor movement	X				
Pushing/restraining	X				
Driving a vehicle			X		
Lifting floor to waist		X			
Lifting waist to overhead	X				
Lifting from a truck/trailer	X				
Lifting 0 - <5kg		X			
Lifting 5 - <10kg	X				
Lifting 10 - <15kg	X				
Lifting 15kg+	X				
Carrying awkward loads		X			
Climb steps/stairs/ladder					X
Exposure to vibration	X				
Psychosocial					
Give direction to others				X	
Dealing with aggressive customers		X			
Dealing with upset customers			X		
Supporting dependent persons	X				

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	N	R	O	F	C
Cognitive					
Written communication					X
Verbal communication					X
Comply with legislation					X
Problem solve					X
Reason/make sense of things					X
Make critical decisions					X
Ensure accuracy/details					X
Remember names/details					X
Show creativity				X	
Examine/observe others				X	
Work quickly					X
Concentrate amid distractions					X

ACCEPTANCE AND AUTHORISATION

Employee

I have read and understand the requirements and expectations of the Position Description. I agree that I have the physical and cognitive ability to fulfil the inherent requirements of the position and accept my role in fulfilling the key responsibilities and corporate values. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Name: _____

Signature: _____

Date: _____

Authorising Officer

By signing below the Authorising Officer indicates their agreement with and approval of the position description.

Authorising Officer Name: _____

Position: _____

Signature: _____

Date: _____