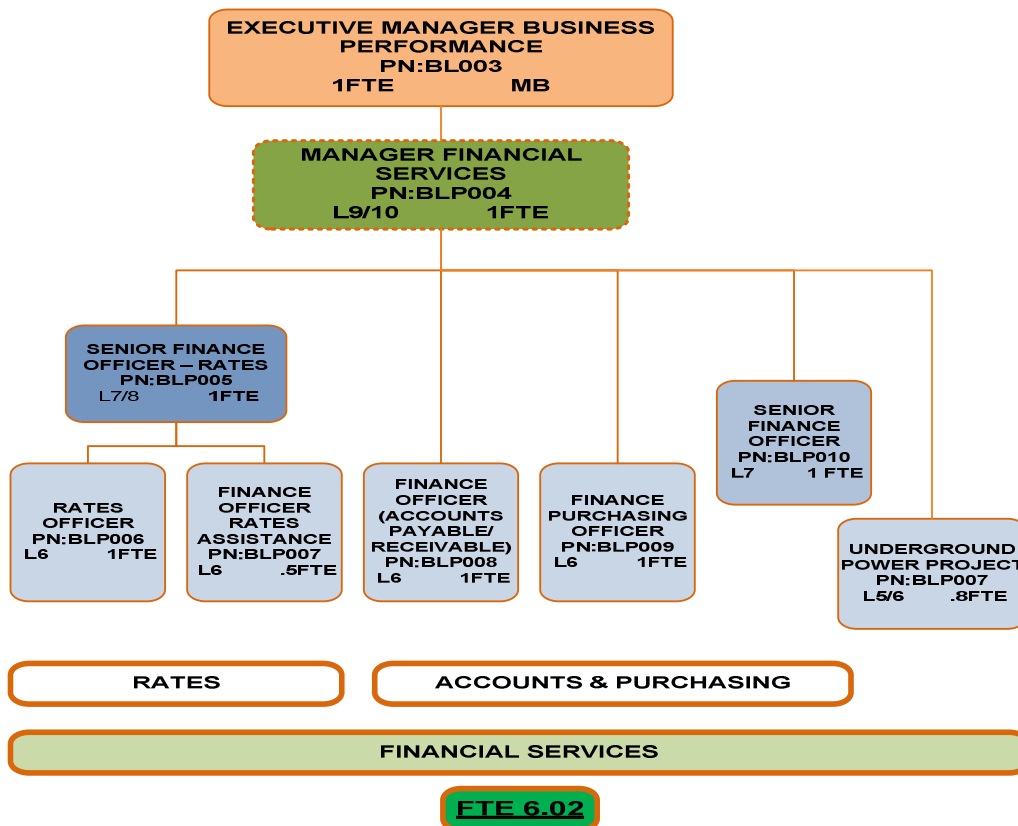


TOWN OF VICTORIA PARK

POSITION DESCRIPTION FORM RATES OFFICER

PN:BLP006	Position Title: RATES OFFICER	Position holder's name:
Classification of position: Level: TVPEA 2011MB Level 6 (1FTE)		Award/agreement: Town of Victoria Park Enterprise Agreement 2011

Organisational Structure & Lines of Reporting :



NOTE: This structure may change as a result of the ongoing organisational re-structure

Responsible to (Immediate Supervisor):

Senior Finance Officer- Rates

OBJECTIVE OF THE PROGRAM TO WHICH THIS POSITION BELONGS

To enable the optimum organisational performance of the Town of Victoria Park

OBJECTIVE OF THE BUSINESS UNIT TO WHICH THIS POSITION BELONGS

To effectively and efficiently support the Town to achieve optimum business performance

ACCOUNTABILITY OBJECTIVES

OBJECTIVE OF THE POSITION:

1. To contribute to an effective Financial Services Section by providing rating services advice and support external customers regarding all aspects of rating information issues.

2. To ensure compliance of all rating information with statutory legislative requirement and within Council's policy and procedures.
3. To provide timely and accurate rating advice and information.
4. To provide high level customer service support and advice.

Outcomes for this position (Outcomes identify the key responsibilities of the position and contribution to the Town of Victoria Park's Plan For The Future).

The occupant will achieve the following outcomes through.....

Outcome 1: Internal/External Customer Service

1. Demonstrating ongoing commitment to the Town's Customer Service Charter.
2. Providing accurate information and guidelines to customers regarding business unit services and functions.
3. Initiating and preparing correspondence and advice regarding business unit services and functions.
4. Effectively handling customer problems and complaints in accordance with the Town's policies and procedures.
5. Promoting and clarifying the services and functions provided by the business unit.
6. Working with other business unit team members to ensure consistency in customer service advice and delivery.
7. Provide written and verbal rating information to ratepayers and settlement agents.
8. Liaise with ratepayers, other Government authorities and agencies to provide rating and valuation information and resolve problems.

Outcome 2: Service Delivery

1. Ensuring that information provided is correct, factual, timely, customer focused and in accordance with relevant legislation, council policies, procedures and processes.
2. Managing documents, reports and correspondence in accordance with the Town's Information and records management procedures and guidelines.
3. Performing administrative responsibilities effectively.
4. Working effectively in a team environment to ensure the achievement of all outcomes in a timely manner.
5. Presenting a professional image at all times.
6. Providing "back-up" relief and support within the business unit if needed.
7. Other duties as directed.

Outcome 3: Systems and processes (Compliance & improvement)

1. Contributing to the development, implementation and review of procedures and systems to ensure they are concurrent with operational requirements and changing customer needs.
2. Maintaining policy and procedure manuals, files and data bases.
3. Researching industry standards and 'best practice' models with the aim of making recommendations to improve operational processes.
4. Encouraging colleagues to question existing processes with the aim of improving them.
5. Contributing to the collecting of statistical data for reporting purposes.

Outcome 4: Administration

1. Develop, enter, monitor and control the information stored on Council's property system.
2. Process information changes to the property system and maintain appropriate records.
3. Process new applications and update existing applications under the Rates and Charges (Rebates and Deferments) Act, and assist in the periodic review of existing registrations.
4. Check ownership details on title deeds and conduct other research as necessary.
5. Check Strata folders.

6. Other duties as assigned by Senior Finance Officer (Rates).

Outcome 5: Rate Collection

1. Calculate and process interim rates.
2. Dispatch interim rating notices and prepare written correspondence supporting these notices.
3. Preparation of correspondence and maintaining debt collection procedures.
4. Liaise with ratepayers to determine and monitor special payment arrangements

OUTCOME 6: Employees Workplace Safety & Health Responsibility

Fulfilling your obligations pursuant to the Town’s WS&H Policy and procedures.
As an employee you:

1. Have a duty to display a level of care for your own safety and of others;
2. Must comply with the safety procedures and directions;
3. Must not wilfully interfere with or misuse items or facilities provided by the town;
4. Always utilise the safety equipment and protective clothing provided by the town;
5. Report potential accidents, actual hazards and accidents or incidents to your manager or supervisor; and
6. Will comply with workplace procedures for risk identification, risk assessment and risk control.

Working Together

The WSH policy and procedures require the Town and employees to actively work together with a common aim of improving standards of safety and health in each workplace

SELECTION CRITERIA

Note: Employment is subject to the sighting of mandatory qualifications, a medical clearance and a Federal Police clearance unless otherwise stated.

Positions requiring a Working with Children clearance are noted accordingly under requirements.

Skills

1. Sound written and verbal communication skills.
2. Well developed customer service skills, including conflict resolution.
3. Sound time management and administrative skills.
4. Well developed keyboard skills and computer literacy.

Knowledge

1. Knowledge of Rates and Charges (Rates & Deferment) Act, Local Government Act 1995, Local Government (Financial Management) Regulations 1996 and Local government (Elections) Regulations 1997 as applies to Rating and Elections.
2. Sound knowledge of Local government rating.
3. Sound understanding of a computerised rating system.

Experience

1. Previous experience in local government is desirable.

Qualifications and/or Training

1. Completion of Year 12 or equivalent.
2. Current National Police Clearance

REQUIREMENTS	REQUIRED FOR POSITION (YES/NO)	DETAILS/COMMENTS
Mandatory Qualifications	NO	Where Yes – Must be sighted
Drivers Licence	NO	Where Yes – Must be sighted
Working with Children check	NO	Where Yes – Must be sighted
Medical	YES	Dr must confirm fitness to work
Police clearance	YES	Clearance to be assessed by HR & ES.

PROBATION

Unless otherwise stated in a Letter of Offer, the filling of this position is subject to a 3-6 month probation period, at which time work performance will be reviewed to determine whether permanent appointment will proceed.

Note: Permanent employment is subject to confirmation of the identified requirements above.

HUMAN RESOURCES & EXECUTIVE SUPPORT:

	MANAGER HR&ES	POSITION CREATED	SIGNATURE	DATE	POSITION STATUS
CREATED					
CEO APPROVED					

SIGNATURES:

	NAME	COMMENCED	SIGNATURE	DATE	CEASED
Employee					
Supervisor					
CEO/DIRECTOR					