

## POSITION DESCRIPTION

<b>Position Title:</b> Senior Officer Rates	<b>Position Number:</b> RATE-2
<b>Department:</b> Finance	<b>Accountable to:</b> Rates Coordinator
<b>Level and Step:</b> Level: 7 Step: 1	<b>Salary Range:</b>
<b>Responsible for the supervision of:</b> supervisory responsibilities of rates officers x 3	



<b>Primary purpose of the position</b>	The position works in close liaison with the Rates Coordinator to ensure rates revenue is collected in accordance with City Policies and legislation; responds to contact from ratepayers and ensures that the property information on the rates database is maintained in an accurate and timely manner.
<b>Key accountabilities</b>	<ol style="list-style-type: none"> <li>1. Assist the Rates Coordinator in regular auditing of the Rates database including liaising with Landgate and planning department as required.</li> <li>2. Assist with debt recovery, negotiating with ratepayers and liaising with external debt collection agencies.</li> <li>3. Assist the Rates Coordinator in legal action where appropriate, including responding to legal matters as they relate to debt collection, and any referrals to Council.</li> <li>4. Assist the Finance Manager with the preparation of the annual budget and Mid-Year Review.</li> <li>5. Prepare supporting information to the Finance Team for them to complete monthly and annual financial reports.</li> <li>6. Coordinate audits including liaising with the external auditors as required.</li> <li>7. Oversee the processing of interim rates and end of month procedures as required.</li> <li>8. Assist Rates Coordinator with closing of rates ledger, and annual rates billing process (including marketing, advertising and modelling).</li> <li>9. Prepare Council reports as required for write off of debts, rates concessions, annual objects and reasons, and budgeting.</li> <li>10. Assist Rates Coordinator to prepare the differential rating model application and submit to the minister.</li> <li>11. Assist the Finance Manager and Rates Coordinator in the preparation and continuous improvement of Management System Documents (i.e. work Instructions, forms and policies).</li> <li>12. Perform other reasonable duties as requested, within the scope of this position and in accordance with skills, knowledge, and experience.</li> </ol>
<b>Judgement &amp; decision making</b>	<ol style="list-style-type: none"> <li>1. Respond promptly to instructions and where necessary seek clarification to ensure effective completion of work.</li> <li>2. Self-manage workload and apply good judgement and problem-solving skills to situations with guidance from the supervisor.</li> <li>3. Apply legislation and Council policy direction to decision-making with guidance from the supervisor.</li> <li>4. Work together effectively with supervisor/manager and team colleagues to develop efficient operational practices and standards.</li> <li>5. Apply knowledge and skills to ensure consistent quality outcomes while maintaining strict confidentiality.</li> <li>6. Demonstrated ability to use initiative and judgement with a high degree of flexibility within a team environment.</li> <li>7. Ability to work under pressure.</li> </ol>
<b>Outcomes / Key Performance Indicators (KPI's)</b>	<ol style="list-style-type: none"> <li>1. Assist with associated duties to achieve a reduction in outstanding rates at 30 June compared to previous period</li> <li>2. Maintain balanced rates valuation registers (GRV &amp; UV) on a monthly basis; notifying Landgate in a timely manner of any discrepancies.</li> </ol>

<b>Skills, knowledge &amp; capacity</b>	<ol style="list-style-type: none"> <li>1. In depth experience, knowledge and understanding of Local Government rating procedures and regulations and ordinances, with an ability to interpret Acts, including Local Government Act 1995 and Financial Management Regulations</li> <li>2. Detailed working knowledge and experience in rating systems including differential rating, conveyancing, and settlement procedures.</li> <li>3. Proven experience in debt recovery, a working knowledge of legal and court recovery procedures.</li> <li>4. Sound analysis and problem-solving skills with attention to detail and accuracy.</li> <li>5. Working knowledge and practical experience in accounting functions; and Australian Accounting Standard 27 (AAS27).</li> <li>6. Highly developed communication, negotiation, and interpersonal skills.</li> <li>7. Proven ability to provide exceptional customer service including being able to deal with difficult customers.</li> <li>8. Excellent numeracy, computer literacy, and analytical skills High level of attention to detail.</li> <li>9. Highly developed organisational and time management skills.</li> <li>10. Ability to ensure that appropriate confidentiality is maintained.</li> <li>11. Current WA “C” Class driver’s licence.</li> <li>12. Current satisfactory National Police Clearance.</li> </ol>	
<b>City of Kalgoorlie-Boulder Values</b>	<b>Support</b>	We will support each and every team member to work together, build relationships and deliver greater outcomes for our organisation and our community.
	<b>Respect</b>	We will treat our team members and our community with mutual respect and understanding.
	<b>Fun</b>	We will promote and value work-life balance and create an environment that is rewarding and fulfilling.
	<b>Recognise</b>	We recognise and acknowledge all individuals and cultures and value their contributions to our organisation and the community that we serve.
	<b>Connect</b>	We work as one organisation that communicates openly, and actively connects with our teams, community, and stakeholders.

**POSITION DESCRIPTION AGREEMENT**

The above stated is intended to describe the general nature and level of work performed by the employee assigned. It is not designed to be interpreted as a comprehensive list of duties and responsibilities of the position. The City of Kalgoorlie-Boulder reserves the right to amend responsibilities as required to meet business and operational requirements.

I, the undersigned, agree that the above position description including the key accountabilities, decision making and outcomes/key performance indicators are accepted as appropriate for the position.

Employee Full Name (Please print): \_\_\_\_\_ Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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Position COA number - 103010120