



# POSITION DESCRIPTION

**Senior Rates Officer**

**July 2024**

# Position Description

## Senior Rates Officer

<b>POSITION</b>	Senior Rates Officer	<b>DIVISION</b>	Corporate Services
<b>AWARD</b>	Local Government Industry Award (IA) 2020	<b>BAND</b>	Band 7

### POSITION SUMMARY

The Senior Rates Officer is responsible for raising rates assessments, maintaining accurate records, and reconciling the rates register in accordance with the *Local Government Act 1995*, *Valuation of Land Act 1978*, the *Mining Act 1978* and the *Rates and Charges [Rebates and Deferment] Act 1992*.

Under the direction of the Coordinator Financial Planning & Reporting this position:

- Ensures rate and revenue standards are maintained to provide efficient, accurate, and reliable revenue performance across the organisation.
- Oversees the accurate and efficient recovery of monies payable to the Shire through rating functions.
- Maintains accurate property records for the generation and collection of property-based income for the Shire.
- Maintain the Shire’s rate book, issue rate notices, and attend to all issues and enquiries relating to property ownership.

### VALUES STATEMENT

The Shire of Gingin’s corporate values are to be guided and informed by our belief in and commitment to **TRACK:**

- Teamwork** - Working in collaboration to achieve our goals.
- Respect** - Working together with honesty and empathy towards others.
- Accountability** - Taking ownership and responsibility in what we do.
- Commitment** - Be professional and diligent in what we do.
- Knowledge** - Be skilled and innovative in what we do and continue to learn.

### CORPORATE ACCOUNTABILITY

- Comply with the Shire’s Code of Conduct, management directives, and approved policies and procedures.
- Exercise discretion and maintain confidentiality in dealing with sensitive and high-level issues.
- Display and promote activities that will positively influence team culture and business performance.
- Deliver effective use of the Shire’s resources within the levels of accountability.
- Ensure that all aspects of service delivery align with and progresses the Shire’s Strategic Community Plan, Corporate Business Plan and Service Delivery Plans.
- Services are managed in-line with the Shire’s Customer Focus Charter and in an efficient manner.

### REQUIREMENTS OF THE POSITION

**\*Key Selection Criteria** – in a separate document please outline your ability to meet the requirements of each item in the 3 tables below as part of your application for this position.

QUALIFICATIONS	ESSENTIAL	DESIRABLE
Year 12 education levels in English and Mathematics.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Completion of business or equivalent qualifications with relevant experience.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Current National Police Clearance (under 3 months).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Current "C" class driver's licence.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

EXPERIENCE & KNOWLEDGE	ESSENTIAL	DESIRABLE
At least two (2) years' rating and election process experience in a local government.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
At least five (5) years' experience in a customer service and/or administration position within a local government.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sound knowledge of: <ol style="list-style-type: none"> <li>1. Rating systems and previous experience with rates modelling.</li> <li>2. Debt recovery procedures.</li> <li>3. Regulations and policies relevant to Local Government financial (rating) processes.</li> </ol>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience with month end balancing and reconciliations.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working knowledge of land transfer and valuation processes, and experience with subdivision processing.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience in carrying out pensioner rebate claims.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience with supervising support staff.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Knowledge of SynergySoft software.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

SKILLS & ATTRIBUTES	ESSENTIAL	DESIRABLE
Excellent numeracy and literacy skills with high attention to detail.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Well-developed computer and ICT skills, particularly Microsoft Office Suite.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Highly developed interpersonal skills, with the ability to work well as part of a team and independently with limited supervision.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Highly developed problem-solving skills with a solution focus.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### KEY DUTIES

#### Rating

- Coordinate and supervise all aspects of the rating services function of the Shire.
- Process the levy and collection of rates and charges in respect to all properties within the district in accordance with the *Local Government Act 1995*, other legislation, and Council Policy.
- Maintain the Shire's property records to ensure that all land parcels are recorded and relevant information pertaining to each parcel is current.
- Instigate debt collection procedures in accordance with Council Policy and appropriate legislation.
- Arrange for the Valuer General to provide amended valuations when advised of land subdivision, building completion or other change in the status of a land parcel or its improvements.
- Process promptly the levy of interim rates following receipt of amended valuations.
- Maintain Rates Valuation Register and reconcile to the Valuer General's valuation for the Shire.
- Ensure the Shire's rates ledger is balanced at least once per month.
- Process rate concessions for pensioners and prepare rebate claims as required.
- Maintain the Shire's register of non-rateable property and review eligibility annually.
- Respond to public enquiries, both written and verbal, regarding rating and property information.
- Assist with the preparation of rate modelling exercises.
- Supervision of Rates Assistant.

#### Electoral

- Respond to public enquiries, both written and verbal, regarding electoral rolls.
- Maintain the Owners' and Occupiers' Roll and prepare Consolidated Roll, including enrolments.
- Attendance at biennial local government elections and provide support as required.

#### General

- Issue street numbers for all new land parcels and properties.
- Liaise with waste management contractors and update rates assessments accordingly.
- Monitor rate notice stationery and other supplies associated with position.

Any other duties relevant to Senior Rates Officer, but not limited to, assisting the Corporate & Community Services Department to meet their objectives on an "as needed" basis, and any other tasks as directed by the Coordinator Financial Planning & Reporting.

### OCCUPATIONAL SAFETY & HEALTH

- Ensure employees, volunteers and contractors have a safe place of work in which to work.
- Actively promote safety and lead by example.
- Consult with workers on all safety related activities.
- Ensure all hazards are identified, assessed, and eliminated or controlled.
- Ensure employees are provided Personal Protective Equipment (PPE) and use it.
- Ensure employees have safe methods of performing the required tasks and those methods are documented.
- Ensure employees are trained and assessed as competent.
- Investigate incidents and ensure action is taken to control the cause(s).
- Carry out all duties in accordance with the Shire’s Occupational Health & Safety Policy and health instructions.
- Actively promote and participate in the Work Injury Management Program and ensure self and others work in accordance with the Shire’s Occupational Health & Safety Policy.

### EXTENT OF AUTHORITY

This position operates under the general direction of the Executive Manager Corporate & Community Services within established guidelines, procedures and policies of the Shire, as well as statutory provisions of the various Acts and other legislation.

### ORGANISATIONAL RELATIONSHIPS

#### Responsible to:

- Executive Manager Corporate & Community Services
- Manager Corporate Services
- Coordinator Financial Planning & Reporting

**Number of Staff Positions Supervised Directly: 1**

**Number of Staff Positions Supervised Indirectly: 0**

INTERNAL	EXTERNAL
Chief Executive Officer	Residents and Ratepayers
Executive Managers	Members of the Public
Other Shire Employees	Contractors
Elected Members	State & Federal Government Departments



# Position Description

## Senior Rates Officer

### POSITION ACKNOWLEDGEMENT & ACCEPTANCE

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

Employee's Name: \_\_\_\_\_  
(BLOCK LETTERS)

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Aaron Cook**  
**CHIEF EXECUTIVE OFFICER**



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