SHIRE OF GINGIN

HISTORY | BEAUTY | PROSPERITY



POSITION DESCRIPTION

CORPORATE SERVICES

RATES OFFICER

November 2026

Position Description

RATES OFFICER

POSITION	Rates Officer	DIVISION	Corporate Services
AWARD	Local Government Industry Award (IA) 2020	BAND	Band 5

POSITION SUMMARY

The 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 and Reporting and/or Senior Rates Officer this position:

- Ensures rate and revenue standards are maintained to provide efficient, accurate, and reliable revenue performance across the organisation.
- Assists with 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.	☒	☐
Completion of business or equivalent qualifications with relevant experience.	☐	☒
Current National Police Clearance (under 3 months).	☒	☐
Current "C" class driver's licence.	☒	☐

EXPERIENCE & KNOWLEDGE	ESSENTIAL	DESIRABLE
At least two (2) years' rating and election process experience in a local government.	☐	☒
At least three (3) years' experience in a customer service and/or administration position within a local government.	☐	☒
Sound knowledge of: 1. Rating systems and previous experience with rates modelling. 2. Debt recovery procedures. 3. Regulations and policies relevant to Local Government financial (rating) processes.	☐	☒
Experience with month end balancing and reconciliations.	☐	☒
Working knowledge of land transfer and valuation processes, and experience with subdivision processing.	☐	☒
Experience in carrying out pensioner rebate claims.	☐	☒
Knowledge of SynergySoft software.	☐	☒

SKILLS & ATTRIBUTES	ESSENTIAL	DESIRABLE
Excellent numeracy and literacy skills with high attention to detail.	☒	☐
Well-developed computer and ICT skills, particularly Microsoft Office Suite.	☒	☐
Highly developed interpersonal skills, with the ability to work well as part of a team.	☒	☐
Exceptional customer service skills, including the ability to deal with difficult customers.	☒	☐
Highly developed organisational and time management skills.	☒	☐
Highly developed problem-solving skills with a solution focus.	☒	☐
Ability to ensure that appropriate confidentiality is maintained.	☒	☐

KEY DUTIES

Rating

- 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 and monitor the Shire's property database to ensure all land parcels are accurately recorded and property information remains current and compliant.
- Provide accurate and timely advice and respond to written and verbal enquiries from ratepayers, government agencies, settlement agents and other stakeholders regarding rating and property matters.
- Prepare and issue rating information, notices and statements of account, and administer payment arrangements including direct debits and special payment plans.
- Undertake debt recovery activities in accordance with Council Policy, legislative requirements and approved procedures.
- Liaise with the Valuer General regarding amended valuations arising from subdivisions, building completions or changes to land status and process interim rate levies accordingly.
- Maintain the Rates Valuation Register and reconcile valuation data with the Valuer General's records for the Shire.
- Assist in balancing and reconciling the rates ledger on a regular basis.
- Process pensioner concessions and rebates and prepare associated claims and documentation as required.
- Maintain and review the register of non-rateable properties to ensure ongoing eligibility and compliance.
- Process and reconcile rates payments including BPAY, BPoint, debt collection agency payments and associated legal charges.
- Liaise with the Accounts Payable Officer regarding rate refunds and related financial transactions.
- Assist in the preparation of rate modelling, analysis and supporting information for the annual budget process.

Electoral

- Provide accurate and timely information in response to written and verbal enquiries regarding electoral roll matters.
- Maintain the Owners' and Occupiers' Roll and prepare the Consolidated Roll, including enrolments and associated updates in accordance with legislative requirements.

General

- Coordinate the allocation and issue of street numbers for new land parcels and properties.
- Liaise with waste management contractors and update rates assessments and associated records as required.
- Contribute to the continuous improvement of systems, procedures and processes in consultation with the Coordinator Financial Planning and Reporting and/or Senior Rates Officer.
- Provide support to other employees in relation to rating administration processes and procedures where required.
- Exercise initiative, judgement and organisational skills in the effective delivery of rating and property administration functions.
- Undertake any other duties within the scope of the position, classification level, skills, knowledge and experience as directed by the Coordinator Financial Planning and Reporting and/or Senior Rates Officer.

WORK HEALTH & SAFETY

Workers have a responsibility to:

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission.
- Not wilfully or recklessly interfere with safety equipment.

EXTENT OF AUTHORITY

This position operates under the general direction of the Executive Manager Corporate and 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 and Community Services
- Coordinator Financial Planning & Reporting
- Senior Rates Officer

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

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 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:** _____

James Bayliss
TEMPORARY CHIEF EXECUTIVE OFFICER

SHIRE OF GINGIN

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