

POSITION DESCRIPTION

Position Title:	Rates Officer
Position Number:	1019
Directorate:	Corporate Services
Reports to:	Senior Rates Officer
Department:	Financial Services
Agreement:	City of Karratha Industrial Agreement 2023
Classification:	Level 4

1. POSITION OVERVIEW

The Rates Officer is responsible for assisting the Senior Rates Officer in ensuring that property records are maintained for the generation and collection of property based income, monitoring and initiating the collection of outstanding rates debtors, assisting with day-to-day accounting functions and ensuring that Council rating processes are in accordance with the Local Government Act 1995.

Position Objectives

- Ensure that Council's rate book is accurate.
- Issue rate notices and attend to enquiries relating to property ownership.
- Initiate recovery action in relation to outstanding debtors.
- Ensure that valuations are sought for developments within the City in a timely manner.
- Liaise with other staff and the public for the recording of property information and the generation and collection of all rate income.
- Provide financial information as required.
- Assist and advise in regard to the rating of particular properties within the City.

2. DUTIES & RESPONSIBILITIES

2.1 Rates

- Process the levy and collection of rates and charges in respect to all properties within the district in accordance with the Local Government Act, other legislation and Council policy.
- Ensure Council's property records are maintained so that all land parcels are recorded and relevant information pertaining to each parcel is current (including subdivision strata titles and street numbering).
- Implement collection procedures in accordance with Council policy and appropriate legislation.
- Process promptly the levy of interim rates following receipt of amended valuations.
- Develop processes to ensure that valuations are sought in a timely manner.
- Maintain rates valuation register and reconcile to the Valuer Generals valuation for the City.
- Ensure that Council's rates ledger is balanced at least once per month.
- Process rate concessions for pensioners and Seniors Card holders and prepare rebate claims regularly.
- Maintain Councils register of non-rateable property and review eligibility annually.
- Attend to public enquiries, both written and verbal, regarding rating and property information.
- Process account enquiries from settlement agencies.
- Assist with rates modelling as required for budgeting purposes.
- Process rubbish service charges.
- Update documentation required on or with rate notices issued.

2.2 General

- Ensure that duties are performed in keeping with the principles outlined in Council's Service Charter.
- Maintain confidentiality at all times.
- Monitor computer stationery and other supplies associated with position and issue relevant re-ordering documentation.
- Other duties as directed by the Manager of Financial Services/CFO, Management Accountant and Senior Rates Officer.

2.3 Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Works under general supervision of the Senior Rates Officer.
- Works in accordance with approved Council's policies, procedures and guidelines
- Sound communication, interpersonal and negotiation skills to enable the effective provision of advice, information and assistance to a range of people including those with a limited knowledge of rates practices and procedures.

3.2 Judgement and Problem Solving

- Ability to problem solve with solutions found in established processes and procedures.
- Working knowledge of the Local Government Act 1995 and associated Regulations, in particular areas pertaining to rates.

3.3 Specialist Knowledge and Skills

- Demonstrated relevant experience in a rating position or senior finance role in local government.
- Sound working knowledge of Microsoft Office software and developed keyboard skills.
- Demonstrated experience in conducting debt collection in accordance with an organisational policy and sound knowledge of accounting processes.
- Detailed working knowledge of rating systems including differential rating and experience with computerised rating systems.

3.5 Interpersonal Skills

- Highly developed numeracy, verbal and written communication skills (including report writing) with a high level of attention to detail and accuracy.

- Sound communication, interpersonal and negotiation skills to enable the effective provision of advice, information and assistance to a range of people including those with a limited knowledge of rates practices and procedures.
- Demonstrated ability in the areas of time management, working autonomously and within a team, organisation, initiative, problem solving and conflict management skills

3.6 Qualifications and Experience

- Demonstrated experience in a finance role with a particular emphasis on rates
- Working knowledge of Council's organisational structure and function
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)