

POSITION TITLE:	DIRECTORATE:	DATE:
Specialists Rates Officer	Corporate Strategy & Performance	January 2025
REPORTS TO:	SERVICE UNIT:	LEVEL:
Senior Rates Officer	Finance	5
POSITION NUMBER:	SUB UNIT:	ROLE FOCUS:
4219 / 3665	Rates & Accounts	Service
ROLE BALANCE:	JOB FAMILY:	ANZSCO CODE:
(People/Scheduling/Technical) 10/10/80		

ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

DIRECTORATE CONTEXT

The **Corporate Strategy & Performance Directorate** addresses the full range of functions dealing with 'running the organisation'. This includes a coordinated approach to corporate planning, monitoring and reporting, whilst ensuring business processes and systems are effectively supported, reviewed and enhanced, and will facilitate continuous improvement, maintain high corporate standards and deliver long term financial sustainability.

POSITION CONTEXT

Under regular supervision of the Senior Rates Officer, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, guided by Local Government Act (Act), Local Government Financial Regulations (Regulations), established policies, procedures, methods and guidelines to undertake activities where the actions and steps are non-discretionary to meet current and anticipated changing organisational needs.

The role communicates with a range of customers and stakeholders including ratepayers, government departments and agencies; the business community; financial institutions; property and conveyancing practitioners; members of the public; and City Leaders and employee.

A challenging aspect of the role is undertaking accurate and consistent work and customer service within a dynamic environment that includes regular interruptions and competing priorities. Additionally the role is exposed to individuals who may be agitated and challenging, requiring the use of conflict management and coping skills and knowledge of the Act and Regulations. Post-holders must be able to communicate with a wide variety of people in a professional manner, displaying patience, tact and diplomacy when needed.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

FUNCTIONAL ACCOUNTABILITY

Administers the City's rates function, ensuring that service delivery is timely, effective and efficient and meets both customer needs and corporate standards.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

KEY ACCOUNTABILITIES

KEY RESULTS AREAS

OUTCOMES

Collaboration & Teamwork

- Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.
- Thinks critically and actively collaborates with colleagues and Leaders.
- Contributes to the development of business improvement initiatives.

Customers & Stakeholders

- Acts as a point of contact for ratepayers, customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.
- Liaises with ratepayers, customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.

Efficient & Effective Delivery

- Administers the City's rate book and property database, including but not limited to issuing rate notices and change of property ownership, within established timeframes and in accordance with relevant legislation, policies, processes and procedures.
- Administers the City's pensioners rebate rate and deferment claim processes including processing applications and obtaining necessary approvals from the Office of State Revenue.
- Administers debt recovery and debt collection processes, including but not limited to establishing payment arrangements and lodging legal proceedings, in accordance with relevant legislation, policies, processes and procedures.
- Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.
- Proposes innovation and business improvement initiatives within area of accountability activity.

- | | |
|--|--|
| Systems & Processes | <ul style="list-style-type: none"> • Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements. • Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required. • Contributes to the development of processes and procedures that support the work of the Service Unit. • Follows financial procedures and controls, ensuring that rate records are up to date and legislative requirements are met. |
| Resources, Governance, Compliance & Risk | <ul style="list-style-type: none"> • Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks. • Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct. • Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation. |

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:

- Qualification in a relevant discipline such as Business Administration or relevant experience.
- Intermediate experience in administrative and financial processes.
- Intermediate experience in the efficient utilisation of information systems and technology.

Skills and Knowledge:

- Advanced administrative skills with a strong attention to detail.
- Intermediate computing, numeracy and literacy skills.
- Intermediate keyboard / data entry and financial skills.
- Advanced customer service skills.
- Intermediate communication and problem-solving skills.
- Intermediate organisational and time management skills, with the ability to prioritise competing tasks.
- Knowledge of the practical application of Occupational Health and Safety measures in the workplace including hazard identification in an office environment.

Key Stakeholder Relationships:

- Support the Coordinator Rates & Accounts and Senior Rates Officer to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

Role Authorities:

- Local Government Act, Local Government Financial Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

Leader: Coordinator Rates & Accounts

Date: 16/01/2025

Next Up Leader: Chief Financial Officer

Date: 16/01/2025