



**Burdekin Shire Council**

## **RATES SUPERVISOR**

Applications are invited for the position of Rates Supervisor in the Council's Financial Services Department.

Applicants should have extensive experience in Local Government rating processes and a thorough knowledge of Local and State Government legislation, regulations and policies related to rating.

Salary and conditions of employment will be in accordance with the Queensland Local Government Officers' Award, 1998 and Burdekin Shire Council's Enterprise Bargaining Agreement. The applicable salary is to a ceiling of Level 5 (\$61,749pa). Commencing salary shall be dependent upon the skills and experience of the applicant.

Application packages are available from the Human Resources Office on 4783 9845 or the website [www.burdekin.qld.gov.au](http://www.burdekin.qld.gov.au). Applications close on Friday 13<sup>th</sup> November 2009. Word or PDF format is preferable.

Applications for **Rates Supervisor No. 09/39** should include:

- Cover letter
- Statements addressing the Selection Criteria
- A current resume

Applications can be submitted to:

- [employment@burdekin.qld.gov.au](mailto:employment@burdekin.qld.gov.au)
- Confidential Application No. 09/39  
PO Box 974  
AYR Qld 4807

For any further information regarding the above position, please contact Mr. Terry Cross – Manager Financial Services, telephone 07 4783 9800.

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Rates Supervisor
<b>POSITION NUMBER:</b>	20056
<b>DIRECTORATE:</b>	Corporate & Community
<b>AWARD:</b>	Local Government Officers Award - Federal
<b>AWARD CLASSIFICATION:</b>	Level 5
<b>STREAM:</b>	Administrative Services
<b>REPORTS TO:</b>	Manager Financial Services
<b>PLACE OF EMPLOYMENT:</b>	Council Chambers, Young Street
<b>HOURS OF DUTY/ROSTER:</b>	8 hours per day – 9 days a fortnight.
<b>STATUS:</b>	Permanent Fulltime

## POSITION OBJECTIVE

To achieve excellent customer service, maintain information confidentiality and maximise Council's main revenue source by generating a productive, efficient and effective workplace using creativity and initiative to develop and maintain Council's property database and rating operations and collections in liaison with other Council sections, State and Federal government departments and collection agencies

## POSITION REQUIREMENTS

### Skills

- Demonstrated administrative and supervisory skills
- Excellent communication, interpersonal and organisational skills
- Proficient in operation of property and rating systems
- High level skills in written communication
- High level skills in the use of Microsoft Office Systems

### Knowledge

- Thorough knowledge and understanding of legislation, regulations, policies and procedures for local government rating
- Sound knowledge of geographic information system

### Experience/Qualification

- Significant experience in local government rating
- Supervisory experience
- Tertiary qualifications in financial administration

## Training

- Development of high level skills in the operation of Proclaim property and rating software from Technology One
- Development of high level skills in the operation of rates modelling software from Ibis Information Systems
- Participate in on-the-job and other provided training relevant to work area

## KEY RESPONSIBILITIES

The key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

- Acquire and maintain thorough knowledge of legislation, regulations, policies and procedures including Council and State Government requirements for rating
- Support policy and budget formulation for Council rates and charges including revenue modelling
- Ensure and maintain the integrity of the land and rate base data for levying of rates and charges, property searches and rating system upgrades
- Co-ordinate timely production and distribution of annual, supplementary and half-yearly water consumption notices
- Monitor debt collection processes for outstanding rates and payment plans
- Supervise and implement end of month and end of year rating procedures including reconciliation to general ledger
- Monitor rates reporting and claim processes
- Respond to Council's auditor enquiries
- Provide specialist customer service and support for non-routine customer requests and enquiries
- Attend to inward and outward correspondence for rating and property matters
- Supervise and co-ordinate rates personnel development and training
- Manage own workload as well as that of subordinates

## Workplace, Health & Safety

- Observe Burdekin Shire Council's Workplace Health and Safety Standards and adhere to requirements identified in SafePlan (Burdekin Shire Council's Safety Management System) in carrying out responsibilities. Actively support workplace health and safety, risk assessments and hazard prevention.

## EXTENT OF AUTHORITY

Supervise rates section staff.

Approve rate adjustments which comply with policy and procedures.

Make decisions under the general guidance and direction of the Manager Financial Services.

## CODE OF CONDUCT

The employee must at all time comply with section 1138 of the Local Government Act 1993, which states: -

An employee of a Local Government must

- \* Act with integrity in the position held by the employee; and
- \* Act in a way that shows a proper concern for the public interest.

## GENERAL

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.

2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing. Council does not change positions for the purpose of "de-skilling".

## **SELECTION CRITERIA**

### **Essential**

1. Demonstrated administrative and supervisory skills
2. Significant experience in local government rating
3. Thorough knowledge and understanding of legislation, regulations, policies and procedures for local government rating
4. Proficient in operation of property and rating systems
5. Intermediate skills in the use of Microsoft Office Systems

### **Desirable**

1. Relevant tertiary qualifications
2. Demonstrated specialist customer service and support for non-routine customer requests and enquiries
3. Demonstrated time and workload management skills