

Burdekin Shire Council is seeking applications for a Rates Supervisor to lead and mentor Council's Rates team and maintain Council's property database, rating operations and collections in liaison with other Council sections, State and Federal government departments and collection agencies.

The Position

The key responsibilities include:

- Support the Manager of Financial and Administrative Services by providing timely advice and support for the Rating function by Council.
- 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.
- Co-ordinate timely production and distribution of annual, supplementary, half-year water consumption and overdue reminder notices.
- Monitor and coordinate debt collection processes, hardship applications and payment plans for overdue rates.

The Person

The successful applicant will possess the following attributes at a minimum:

- Demonstrated significant experience and specialist knowledge in local government rating and the operation of property and rating systems.
- Thorough knowledge and understanding of legislation, regulations, policies and procedures for local government rating.
- Experience in the management and coordination of debt recovery processes.
- Demonstrated ability to lead and mentor a small team.
- Intermediate skills in the use of Microsoft Office Systems.

Applicants should familiarise themselves with the entire position description.

The applicable salary is to a ceiling of Level 5 (\$83,444pa) with the commencing salary dependent upon the skills and experience of the successful applicant.

Application packages are available from the Human Resources Office on (07) 4783 9800 or Council's website www.burdekin.qld.gov.au.

Applications for **18/48 – Rates Supervisor** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria found in the Position Description

Applications can be submitted using one of the following methods:

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. 18/48, PO Box 974, Ayr Qld 4807

Applications close on Tuesday, 21 August 2018 at 5.00pm. Word or PDF format is preferable.

For further information please contact Kim Olsen – Manager Financial and Administrative Services (07) 4783 9800.

Position Number	20056
Certified Agreement	Burdekin Shire Council Certified Agreement - 2018
Award	Queensland Local Government Industry (Stream A) Award – State 2017
Award Section	Section 1- Administrative, clerical, technical, professional, community service, supervisory and managerial services
Award Level	Level 5
Reports To	Manager Financial and Administrative Services
Place of Employment	Council Chambers, 145 Young Street, Ayr

Position Objective

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.

Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly 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:

- Support the Manager of Financial and Administrative Services by providing timely advice and support for the Rating function by Council.
- 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 property, land and rating database for levying of rates and charges, property searches and rating system upgrades.
- Co-ordinate timely production and distribution of annual, supplementary, half-year water consumption and overdue reminder notices.
- Ensure the pensioner verification process is undertaken as required.
- Monitor and coordinate debt collection processes, hardship applications and payment plans for overdue rates.
- Lead and mentor the Rates team and supervise and implement end of month and end of year rating procedures including reconciliation to general ledger.
- Monitor rates reporting and claim processes.
- Maintain a high standard of confidentiality.
- 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.

Position Requirements

Knowledge

- Thorough knowledge and understanding of legislation, regulations, policies and procedures for local government rating.
- Sound knowledge of geographic information system.
- Proficient in operation of property and rating systems.
- Intermediate to advanced knowledge of Microsoft Office Suite of applications.

Skills

- Intermediate skills in the use of Microsoft Office Systems.
- Advanced numeracy and literacy skills.
- Advanced telephone technique and service orientation skills.
- Administration skills.
- Supervision skills.
- Research skills.
- Advanced interpersonal skills.
- Time management.
- Active learning skills.
- Critical thinking.
- Management of personnel resources.
- Analytical skills.

Abilities

- Written comprehension and expression.
- Oral comprehension and expression.
- Ability to coordinate a team effectively by providing leadership, consultation, motivation and delegation.
- Ability to maintain existing rapport with Council employees.
- Ability to work autonomously when required.
- Ability to prioritise workload.

Other Requirements

- Apply the conditions of confidentiality to work-related information, documents, and situations.
- Personal attributes of honesty, integrity, commitment, enthusiasm, reliability, personal presentation, adaptability, and the ability to deal with pressure.

Experience and Qualifications

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

- Rating modelling experience.
- Class C drivers licence.

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Officers Award and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

Organisational Relationships

- Works under general direction.
- Supervises other employees.

Extent of Authority

- Exercise a degree of autonomy.
- Control projects and/or programs.
- Set outcomes for subordinates.
- Establish priorities and monitor workflow in areas of responsibility.
- Solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.

Core Competencies

These competencies relate to positions at Level 5 and above of the Queensland Local Government Officers Award:

Teamwork

- Participate in team-based activities and suggest improvements to team activities.
- Respect, encourage, and support other team members.
- Perform successfully in a range of team roles.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.
- Explore customers' expectations and base the service on this knowledge.
- When appropriate, treat major customers like business partners in designing Council's services.

Communication

- Write in a clear and concise style, which is grammatically correct, well punctuated, and rarely contains passive sentences.
- Clearly express opinions, ideas, and information to colleagues.
- Provide complex information in plain language.
- Speak in a manner that suits the audience.

- Actively listen.

Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.
- Implement strategies for improving quality.
- Monitor implementation of strategies for improving quality and take necessary corrective action.

Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.
- Implement strategies for reducing adverse impacts on the environment.
- Monitor implementation of strategies for reducing adverse impacts on the environment and take necessary corrective action.

Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.
- Anticipate problems and risks and modify work methods appropriately.

Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.
- Analyse and improve efficiency in the workplace.

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. Therefore you will 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.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.

4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, ECM DataWorks.
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.

Selection Criteria

It is essential to respond to each criterion with one or two paragraphs explaining how you have demonstrated each particular skill or quality, and including examples from your work experiences. Short-listing of candidates will be based upon an assessment of how well the following selection criteria are addressed.

Essential

1. Demonstrated significant experience and specialist knowledge in local government rating and the operation of property and rating systems.
2. Thorough knowledge and understanding of legislation, regulations, policies and procedures for local government rating.
3. Experience in the management and coordination of debt recovery processes.
4. Demonstrated ability to lead and mentor a small team.
5. Intermediate skills in the use of Microsoft Office Systems.

Desirable

1. Experience in Rate Modelling and examining data analytically.
2. Demonstrated specialist customer service and support for non-routine customer requests and enquiries.
3. Demonstrated time and workload management skills.
4. Tertiary qualifications in financial administration.