

Burdekin Shire Council is seeking applications for a Rates Officer.

### The Position

The key responsibilities include:

- Ongoing maintenance to ensure integrity of the property and land rating database for levying of rates and charges, property searches and rating system upgrades.
- Generating and checking rate certificates prior to issue.
- Assist with debt collection processes for collection of outstanding rates.
- Assist with issue of annual, supplementary and half-yearly water consumption notices.
- Assist with preparation of rate reports including rating statement, audit reports, two and five year rating comparisons, comparative annual rates collections report.

### The Person

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

- Demonstrated high level of administrative and financial experience.
- Demonstrated ability to learn multiple new work procedures and adapt to changes in process, practice and technology, while applying attention to detail and accuracy of work.
- Experience in Local Government property and rating systems, including knowledge and understanding of policies and procedures.
- Demonstrated proficiency in the use of Microsoft Office Suite of applications including Outlook, Word and Excel.
- Demonstrated ability to handle private, confidential and sensitive information.

Applicants should familiarise themselves with the entire position description.

The applicable salary is to a ceiling of Level 3 (\$71,782pa) with the commencing salary dependent upon the skills and experience of the successful applicant.

Applications for **18/74 – Rates Officer** 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](mailto:employment@burdekin.qld.gov.au)
- Mail – Confidential Application No. 18/72, PO Box 974, Ayr Qld 4807

Applications close on Friday 18 January 2019 at 5.00pm. Word or PDF format is preferable.

For further information please contact Jacqui Thomasson – Revenue Coordinator on (07) 4783 9800.

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|----------------------------|---|
| <b>20058</b>               | 20058   |
| <b>Certified Agreement</b> | Burdekin Shire Council Certified Agreement - 2018   |
| <b>Award</b>               | Queensland Local Government Industry (Stream A) Award – State 2017  |
| <b>Award Section</b>       | Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services |
| <b>Award Level</b>         | Level 3   |
| <b>Reports To</b>          | Revenue Coordinator   |
| <b>Place of Employment</b> | Council Chambers, 145 Young Street, Ayr   |

## Position Objective

Under general direction from Revenue Coordinator assist with the team objective to achieve excellent customer service, maintain information confidentiality and maximise Council's main revenue source by contributing to a productive, efficient and effective workplace using creativity and initiative to develop and maintain Council's property database and rating operations and collections.

## 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:

- Ongoing maintenance to ensure integrity of the property and land rating database for levying of rates and charges, property searches and rating system upgrades, i.e. Property and Land maintenance, Property Transfers, Change of Addresses, Garbage amendments, Memos, Water Meter Replacements, Pensioner applications.
- Generating and checking rate certificates prior to issue.
- Ensure prompt response to customer requests for rating and property related information including assistance to other officers across Council departments.
- Answer correspondence within established timeframes applying judgement, initiative, accuracy and confidentiality.
- Assist with debt collection processes for collection of outstanding rates.
- Assist with issue of annual, supplementary and half-yearly water consumption notices.
- Reconcile rate collections on a monthly basis and balance with general ledger.
- Assist with preparation of rate reports including rating statement, audit reports, two and five year rating comparisons, comparative annual rates collections report.
- Submit files to Centrelink and Department of Veteran Affairs for annual pensioner verifications and checking of returned data matched files.

- Preparation of Claims to Department of Communities to ensure reimbursement of State Government Subsidy to Council is received in a timely manner.
- Preparation of returns to Queensland Fire & Rescue Authority to ensure payments are made within specified timeframes.
- Assist with routine tasks and processes within other areas of the Financial and Administrative Services Department.
- Other tasks as directed by the supervisor in accordance with the skill level of the position.

## Position Requirements

### Knowledge

- Working knowledge of relevant legislation including the Local Government Act and Regulation, and the Fire and Emergency Services Act and Regulation and how it relates to this role.
- Sound knowledge of relevant management Standards, policies and procedures.
- Sound knowledge of administrative practices and procedures relevant to the Rates Section.
- Understanding of basic computing system functions and tasks relevant to the Rates Section including Property and Rating, Finance 1, IntraMaps, data base and spreadsheet applications.
- Advanced knowledge of Microsoft Office Suite of applications.

### Skills

- Administrative skills.
- Financial skills.
- Advanced data entry skills.
- Excellent communication, interpersonal and organisational skills.
- Proficient in operation of property and rating systems.
- High level skills in written communication.
- Advanced skill level in the use of Microsoft Office applications.
- Prioritise workload.
- Customer service orientation skills.
- Negotiation skills.

### Abilities

- Ability to quickly learn new systems and procedures.
- Ability to apply attention to detail to own work.
- Ability to work to a high level of accuracy.

### Other Requirements

- Personal attributes of commitment, honesty, integrity, reliability, motivation, adaptability and personal presentation.
- Ability to apply conditions of confidentiality to all work-related documents, situations, and information.

**Experience and Qualifications**

- Experience in Local Government rating.
- Administrative and financial experience.
- Class C drivers licence.

**Award Classification**

These classification characteristics are drawn directly from the Queensland Local Government Industry (Stream A) Award – State 2017 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 supervision (except for graduates, who work under direct supervision).
- Supervision of other employees.
- Operates as a member of a professional team.

**Extent of Authority**

- May set outcome/objectives for specific projects.
- Graduates receive instructions on the broader aspects of the work.
- Freedom to act within defined/established practices.
- Problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.

**Core Competencies**

These competencies relate to positions at this Award level:

**Teamwork**

- 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.
- Participate in team-based activities and suggest improvements to team activities.

**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.

**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.

- 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.

**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.

**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.

**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 high level of administrative and financial experience.
2. Demonstrated ability to learn multiple new work procedures and adapt to changes in process, practice, and technology, while applying attention to detail and accuracy of work.
3. Experience in Local Government property and rating systems, including knowledge and understanding of policies and procedures.
4. Demonstrated proficiency in the use of Microsoft Office Suite of applications including Outlook, Word, and Excel.
5. Demonstrated ability to handle private, confidential and sensitive information.