



## POSITION DESCRIPTION

### Rates Officer

<b>Position Title</b>	<b>Rates Officer</b>
<b>Position Number</b>	<b>2005</b>
<b>Directorate</b>	<b>Corporate Services</b>
<b>Reports To</b>	<b>Chief Financial Officer</b>
<b>Award Level</b>	<b>3 - 5</b>

### Position Objective

The primary purpose of the role is to be responsible for the rates function within the Finance Services team. This position shall ensure the timely issue of rates levies, collection of outstanding rates assessments and the ongoing maintenance of the property database.

### Key Responsibilities

The following outlines the key responsibilities of the position, but is not all encompassing:

#### Property Database

- Record and maintain accurate property data in accordance with Council policies and accounting procedures;
- Ensure change of ownership and property data is updated in a timely manner;
- Ensure cadastral data is up to date and maintained in Council's mapping system;
- Conduct monthly reconciliations to ensure the integrity of the rates system;
- Maintenance of Council's water meter and water consumption data.

#### Rates and Debtor Billing, Processing and Collection

- Prepare biannual rate levy in consultation with senior management and ensure the preparation and timely distribution of rates notices;
- Prepare rate claims required by Government departments including pensioner subsidies, rebates and fire levies;
- Conduct rates searches as required within industry timeframes;
- Perform regular and consistent follow-up of outstanding rates arrears in accordance with Council's debt collection policies and procedures;
- Prepare reports for Senior Management on outstanding debts with recommendations for recovery or write-off;
- Prepare quarterly rates report for Council;
- Ensure prompt preparation, distribution and follow up payment of debtor invoices in relation to airport fees and charges; saleyards fees and charges; private works; building and plumbing inspection fees; enforcement notices; waste tracking charges etc.

#### General and Administrative

- Create and maintain all rates codes, zone balances and system parameters in the rates module of the software system;
- Identify and resolve operational problems within the rates module in conjunction with Council's Information Technology Coordinator and system technical support;

- Provide customer service and administration support to ratepayers and other external customers as well as within the Corporate Services Team;
- Handle all customer enquiries or complaints in a timely manner;
- Ensure all electronic and hard copy records are maintained and stored in a timely manner;
- Assist in other areas of the finance and administration functions of Council where required;
- Other duties as reasonably requested within the scope of the position.

### **Key Attributes and Experience**

- Possess demonstrated knowledge of legislation, policies and procedures relating to rates and revenue or the ability to rapidly acquire;
- Possess demonstrated knowledge of local government operations, structure, services, programs and policies or the ability to rapidly acquire;
- Possess excellent customer service skills with the ability to provide accurate timely advice in a helpful and supportive manner to both internal and external stakeholders;
- Possess a high level of interpersonal, written and verbal communication skills to the extent required to communicate with persons with varying levels of education and understanding;
- Possess demonstrated well-developed time management skills including the ability to set project priorities and establish activity / project outcomes to achieve set and agreed departmental goals;
- Possess demonstrated ability to work in a team environment and actively participate as a team member of the Department to ensure a cohesive approach to achieving team and corporate objectives;
- Possess demonstrated well-developed analytical and problem solving skills;
- Possess a high level of confidentiality, tact and discretion when dealing with employees, clients, elected members and sensitive correspondence.
- Practical working knowledge of computer systems, particularly Windows based software and computerised financial management systems.

### **Qualifications**

- Hold and maintain a current unrestricted C class drivers licence;
- Possess qualification in Accounting, Business Administration or Local Government (highly desirable).

### **Workplace Health and Safety Obligations for Employees and Officers**

All Cloncurry Shire Council employees have an obligation to uphold workplace health and safety when working for the Council. Under Section 28 of the Work Health and Safety Act 2011("Act") an employee shall:

- take reasonable care for his or her own health and safety; and
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and
- cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

All employees of the Cloncurry Shire Council will be required to uphold the obligations mentioned above. Additionally, any specific workplace health and safety issues that pertain to the type of work being performed including due diligence as outlined under section 27 of the Act.



# Remuneration Schedule

## Rates Officer

### REMUNERATION SCHEDULE – SALARY AND CONDITIONS

#### Rates Officer

This schedule commences from \_\_\_\_\_ and remains in force unless varied in accordance with the provisions of the contract, Certified Agreement, Award or by agreement in writing between the employee and Council.

The remuneration package will be inclusive of the following: -

1. Commencement salary shall be ranged between \$57,900 and \$66,889 per annum (based between 3/1 and 5/1 of the Certified Agreement 2015).
2. Remote Area Housing Allowance paid in addition to the salary as per the Certified Agreement (currently \$30 per week).
3. Five (5) weeks annual leave per annum (plus 17.5% leave loading) subject to sufficient accrual of entitlement and generally becomes available after 12 months service as per the Certified Agreement.
4. Provision for a Rostered Day Off (RDO) per month, subject to sufficient accrual of entitlement. Accrued RDO's at any one time should not exceed five (5) days.
5. Ordinary hours of work are 36.25 hours per week (38.15 hours less 1.9 hours towards a monthly RDO) Monday to Friday, with 20 minutes paid morning tea break and 50 minutes unpaid lunch break.
6. Council shall make compulsory superannuation contributions on the employee's behalf to the Local Government Superannuation Scheme in accordance with the requirements of the Local Government Act 2009. The current rate is 9.5% of ordinary earnings. The employee shall be liable to make minimum superannuation contributions of 6% of ordinary earnings and Council will further increase the employer contribution by 2.5% of ordinary earnings. Employee contributions are voluntary at commencement but become compulsory after 12 months or continuing employment in a relevant Local Government body. Salary sacrifice options are available for employee and/or additional employee contributions and subject to conditions set down by the Australian Tax Office.
7. Uniforms and protective clothing are to be provided in accordance with the Certified Agreement and relevant Council policies.
8. Other conditions as per Council's Certified Agreement 2015 and the Queensland Local Government Industry Award State - 2017.