

Position Title	Rating Officer
Department	Corporate
Unit	Finance
Team	Rates
Supervises	Nil
Reports To	Team Leader Rates
Grade Range	E
Date Prepared	30/09/2019
Date Last Updated	31/10/2022

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

The Rating Officer is responsible for maintaining an accurate rates database in accordance with the Local Government Act 1993, Local Government Regulations and Council policies. They are to ensure the information held by Council is up to date through liaising with external providers, including but not limited to Debt Recovery Agents, Payment Agencies, NSW Land Registry Services, Services Australia, Department of Veterans' Affairs (DVA) and other Government Agencies. By adhering to Council's Customer Service Charter, they are to provide exceptional customer service and communication with ratepayers and other Council Units in the exercise of their duties to ensure customer satisfaction.

The position is an operational and administrative role that relies on teamwork and prioritisation of workload. The work is deadline driven to meet statutory and procedural issue dates. An understanding of accounting principles and relevant legislation is useful for this role in assisting Council staff to meet their legal obligations. A commitment to customer service is required to ensure our community is dealt with appropriately. By carrying out the duties required, the Rating Officer is accountable for the accuracy of data, delivery of information and providing quality customer service.

Accountabilities

- Undertake the daily maintenance of the rates database to ensure all data is processed in an accurate and timely manner.
- Contribute to the efficient delivery of Rates Management services to Council and the community by processing rates related customer, property and account maintenance transactions.
- Use effective communication and interpersonal skills to liaise with both internal and external customers regarding rates enquiries through verbal, face to face and written means.
- Provide a high level of customer service and communicate efficiently and sensitively in relation to Rates enquiries with all of Council's internal and external customers.
- Contribute to the continuous improvement of Rates Management procedures.
- Work in partnership with the Team Leader and Coordinator to agreed performance standards and mutual expectations.
- Carry out tasks as directed by the Team Leader and/or Coordinator.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Council Officer

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Customer and Community Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Resources		
Assets and Tools	Intermediate	• Uses a variety of work tools and resources to enhance work products and expand own skill set • Ensures others understand their obligations to use and maintain work tools and equipment appropriately • Contributes to the allocation of work tools and resources to optimise team outcomes
Personal Character		
Lead Self	Adept	• Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Personal Character		
Act with Integrity	Adept	• Acts honestly, ethically and with discretion and encourages others to do so • Sets a tone of integrity and professionalism with customers and the team • Supports others to uphold professional standards and to report inappropriate behaviour • Respectfully challenges behaviour that is inconsistent with organisational values, standards or the code of conduct • Consults appropriately when issues arise regarding misconduct, unethical behaviour and perceived conflicts of interest
Relationships		

Customer and Community Focus	Adept	• Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer- focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results		
Deliver Results	Intermediate	• Takes the initiative to progress own and teamwork tasks • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time and on budget

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Nil

Essential Experience

- Experience with Electronic Document Management Systems.
- Well-developed organisational and time management skills.
- High level of administrative skills regarding accuracy, attention to detail, data entry.
- Good interpersonal, communication, decision making and problem-solving skills.
- Ability to work as an effective, cooperative and inclusive team member.
- High level of customer service and conflict resolution skills to be to handle a range of situations including challenging customers.

Desirable Qualifications and or Experience

- Demonstrated experience in Council Rate Management, with knowledge of legislation, policies and procedures.
- Experience with Local Government Property and Rating System software.
- INFOR Pathway system.
- SharePoint Electronic Document Management System.
- Microsoft skills including Word, Excel, One Note.
- Debt Recovery/Management experience.
- Relevant tertiary qualification in Finance, Accounting or Local Government Rates & Revenue.
- Current NSW driver's licence.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☐	☒
Does this position require incumbent to undergo criminal reference check?	☒	☐
Does this position require incumbent to demonstrate good driving Licence class required: No Licence Required	☐	☒
Will incumbent need to make disclosure of pecuniary interest?	☐	☒
Could there be a conflict of interest with secondary employment?	☒	☐