

POSITION DESCRIPTION

Position Title:	Rates Officer
Position Number/s:	CCB-123
Employment Type:	Full Time, Permanent
Agreement:	Charters Towers Regional Council Union Collective Certified Agreement 2023
Award:	Queensland Local Government Industry (Stream A) Award – State 2017
Classification:	Level 3
Directorate:	Corporate and Community Building

POSITION OBJECTIVE

Under general direction, this position assists in the timely and accurate operation, maintenance and control of Council's Rates & Property Information systems.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Rates Coordinator
Directly supervises:	Nil

DELEGATIONS

In accordance with Charters Towers Regional Council's Register of Delegations.

KEY RESPONSIBILITIES

1. General maintenance of Council's Rates records, Rate Instalment Program and Rates Debtors recovery actions.
2. General maintenance and development of Council's Property Information system.
3. To ensure that Council's policies and procedures for the control of Rate Records and Rates Debtors are adhered to.
4. To attend to enquiries, correspondence, searches and other matters involving rates and property information, ensuring an exceptional customer service experience for internal and external stakeholders through the provision of high-quality advice and services.
5. Daily maintenance of Council's rate records and land information records. Including processing and reconciliation of fortnightly valuation issues provided by Department Natural Resources & Mining.
6. Collection of outstanding rate accounts through the Rate Instalment Program or recovery of defaulting rate payers through Council's Debt Recovery Agency or alternative legal channels.
7. Processing of end of month requirements.
8. Provide assistance with the issuing of half yearly rates notices and functions, rating financial reports and returns and with the training of support staff as required.
9. Participate in delivering branch projects and continuous improvement initiatives.

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10. Comply with Council's Workplace Health & Safety (WHS) Management System including; WHS policies, SWMS, procedures and lawful instructions or directions given in the workplace. Employees must comply with their obligations under the Work Health and Safety Act 2011. These obligations include reporting of injuries, incidents and hazards, not to wilfully injure yourself or someone else and wearing and maintaining personal protective equipment according to Council procedure. Officers also have obligations to ensure consultation takes place for issues and changes that may impact safety. Officers have a duty to exercise due diligence to ensure the organisation complies with the applicable laws.
11. Comply with reasonable and lawful directives given in the workplace and undertake any other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

POSITION REQUIREMENTS

| Knowledge, skills and abilities |

Essential:

- Demonstrated relevant experience in an Administration and Customer Service position with well-developed administration & customer service skills.
- Knowledge of Council's rating policies and procedures, or the ability to rapidly acquire this knowledge.
- Ability to acquire and maintain knowledge of legislation and regulations including Council and State Government requirements for rating.
- Intermediate word processing and spreadsheet skills together with proficiency in the use of software relevant to rating management.
- Good interpersonal skills including demonstrated liaison, consultation, listening and negotiation skills.
- Good organisational skills with the ability to prioritise and work within deadlines involved in the Rates System functions.
- Ability to work independently or in a team in a professional and positive manner with the ability to be tactful, discrete and maintain confidentiality when dealing with matters of a sensitive nature.

| Education/Qualifications |

Essential:

- Minimum education level of completion of Year 10 or equivalent.

| Licences |

Essential:

- Possession and maintenance of a Queensland 'C' class drivers' licence.

PHYSICAL REQUIREMENTS/POSITION ENVIRONMENT

This position is primarily an indoor role and requires sufficient physical ability to work in a shared office setting, which involves prolonged periods of sitting and/or standing at a desk and operating a computer and telephone. This position is required to carry out light to moderate manual handling, bending, kneeling, twisting, squatting, lifting and carrying.

Council is committed to providing and maintaining a safe and healthy workplace. This includes taking all steps that are reasonably practicable to prevent the spread of preventable occupational diseases. In accordance with Councils P0199 Vaccinations and Health Monitoring Procedure, positions exposed to occupational diseases will be subject to the Workplace Immunisation Program.

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POSITION DESCRIPTION AUTHORISATION

Position descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Charters Towers Regional Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Supervisor: _____ **Signature:** _____
(Name)

Date: _____

Manager: _____ **Signature:** _____
(Name)

Date: _____

POSITION ACCEPTANCE

I accept the Position Description as stated above and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Incumbent: _____ **Signature:** _____
(Name)

Date: _____