



Team work

We are a united team who works together towards a common goal.

Integrity

We are empowered and accountable when making decisions.

Excellence

We are committed to an exceptional customer experience.

Leadership

We are adaptable and responsive in our leadership.

Respect

We are respectful of our history and work together to build our future.

Customer Service, Rates Officer

Our vision

Together, towards an even better lifestyle.

1. Position details

Directorate:	Corporate Services	Level: 3 to 4
Reports to:	Coordinator Rates and Customer Service	
Supervision of:	Nil	
Significant Working Relationships:	Community, business and agency stakeholders Directorate team members Key internal stakeholders	

2. Position summary

Provide professional, efficient and high quality customer service to ratepayers and customers of the Shire of Harvey.

Provide assistance with the operation of the rating team to ensure that all rating functions are performed in a timely, accurate and efficient manner.

3. Community strategic objectives



4. Our Values

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5. Key duties and responsibilities

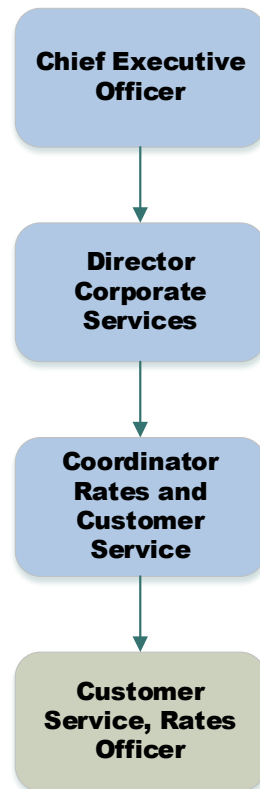
Key functions	Specific duties
Customer Service / Reception	<ul style="list-style-type: none">• Provide consistent, quality and efficient customer service to all customers.• Assist and direct general public enquiries and provide information, documents and statutory forms.• Raise and lower the various flags required on behalf of Council on a daily basis.
Licensing Services	<ul style="list-style-type: none">• Fulfil legal responsibilities as an accredited Department of Transport Trelis user.• Undertake point of service problem solving, sensitive customer enquiries and apply discretion in all circumstances.• Liaise with Department of Transport for scheduling of Practical Driving Assessments, Computer Theory Tests and Hazard Perception Tests.
Rates collection	<ul style="list-style-type: none">• Respond to customer enquiries and ensure issues are resolved in a timely manner.• Provide written and verbal rating information to customers.• Support the management of the rates and charges functions for Council to ensure timely processing and collection.• Process interim valuations accurately within set timeframes and reconcile to Council's rate system on a regular basis.• Liaise with relevant business units to provide settlement agents/solicitors with orders and requisitions document.• Maintain records, journals and plans to support any information changes to property database.• Assist in the production of timely and accurate annual, instalment and other property related charge notices to meet relevant legislation requirements.

	<ul style="list-style-type: none"> • Assist with all other Rating functions as directed.
Functional	<ul style="list-style-type: none"> • Prepare and deliver outward mail. • Maintain a register of all print media clippings. • Maintain registers including burning permits as notified and key register. • Monitor and maintain office and kitchen supplies.
Other	<ul style="list-style-type: none"> • Reasonable duties commensurate with classification level. • National Crime Check. • Current “C” Class Drivers Licence.
Organisational	<ul style="list-style-type: none"> • Work in accordance with the Shire’s Work Health and Safety and risk management principles. • Work in accordance with the Shire’s defined Equal Employment Opportunity and Anti-discrimination legislation, procedures and principles. • Create and capture records of work activities in line with policies and procedures. • Contribute to ensuring a cohesive team approach where knowledge is shared and there is a demonstrated commitment to continuous improvement and self-development and participate in annual performance appraisal. • Adhere to the Shire’s Code of Conduct, policies and management practices as amended from time to time. • Contribute to the attainment and development of strategic plan outcomes, strategies and actions.

6. Extent of authority

The position operates under the general direction of the Coordinator Rates and Customer Service within established guidelines, procedures and policies of Council, as well as those rights and responsibilities bestowed on the position by the *Local Government Act 1995*.

7. Your team



8. Position selection criteria

Essential

1. Previous experience in a finance, administration or customer service role.
2. Demonstrated verbal and written skills and ability to follow instructions, procedures and policies as they apply to the position.
3. Support a culture of quality customer service and respond professionally to problems with appropriate solutions.
4. Ability to work as an effective team member and solve problems and conflict with others.

Desirable

1. Apply sound judgement and make good decisions.
2. Provide specialist advice within the team.