



SHIRE OF
HARVEY

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.

Rates Officer

Our vision

Together, towards an even better lifestyle.

1. Position details

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

2. Position summary

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

3. Community strategic objectives



Diversified
Economy



Connected
Communities



Protected Natural
Environment



Sustainable Built
Environment



Effective Civic
Leadership

4. Our values

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5. Key duties and responsibilities

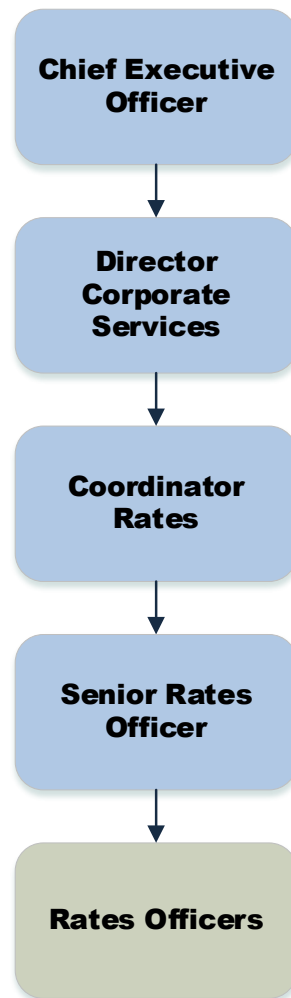
Key functions	Specific duties
Rates collection	<ul style="list-style-type: none">• Support the management of the rates and charges functions for Council to ensure timely processing and collection.• Process interim valuations accurately within set timeframes and reconcile to Council's rate system on a regular basis.• Assist in the production of timely and accurate annual, instalment and other property related charge notices to meet relevant legislation requirements.• Ensure monthly and end of financial year reports are produced and balanced as required by the Local Government Accounting Regulations.
Administration	<ul style="list-style-type: none">• Assist in the preparation of Council's electoral rolls and other electoral functions.• Liaise with relevant business units to provide settlement agents/solicitors with orders and requisitions document.• Develop, monitor and control information stored on the Shire's property database.• Administer and maintain records, journals and plans to support any information changes to property database.• Administer all aspects of the Pensioner Rebate and Deferment Act.
Customer service	<ul style="list-style-type: none">• Provide written and verbal rating information to customers.• Arrange bin services as per customer requests.• Liaise with other Government authorities and agencies to provide rating and valuation information.• Assist in the allocation and maintenance of rural street numbers.• Respond to customer enquiries and ensure issues are resolved in a timely manner.

	<ul style="list-style-type: none"> • Provide efficient and effective back up and relief for the Customer Service Officer and Receptionist as required.
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 Test and Hazard Perception Test.
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 Occupational 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 Director Corporate Services 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 and training in a similar 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. Previous experience delivering a service to customers.
3. Provide specialist advice within the team.