

Job title: Rates Administration Officer	
Classification: Band 4	Effective Date: May 2024
Reports to: Coordinator Revenue & Rates	Tenure: Permanent 3-4 Days

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous, and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values, we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive, and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures, and training to achieve these commitments.

Goal Statement

Rates Administration Officers are responsible for providing accurate, efficient, and effective rating services and waste service charge information to customers of the Council ensuring all issues dealt with in a professional, timely and accurate manner. They contribute to the successful administration of all records and fees pertaining to Council rates and charges including the Waste Service charge.

Key Responsibilities

Position Specific Responsibilities

- Perform daily tasks including but not limited to: Notices of Sale, pension rebate applications, change of name and address, returned rate notices, preparing, and issuing Land Information Certificates, process payment arrangement applications, process changes to waste service charges and other tasks as instructed.
- Assist customers regarding enquiries about rates, waste, and other charges in a professional and courteous manner in accordance with internal procedures and policies and government legislation.
- Assist with enquiries from solicitors, conveyancers, and other external customers.
- Assist with the Direct Debit payment process for rates, waste service and other charges.
- Undertake debt collections tasks including making telephone calls and written communication to encourage payment of outstanding rates, waste service charge and other charges and advise customers of options under Council's Hardship Policy.
- Assist the Senior Rates Administration Officer with the Supplementary Valuation process.
- Undertake investigation into overpayments and prepare refunds for processing.
- Prepare and issue standard correspondence.
- Assist with the preparation and maintenance of work procedure documents.
- Report personal performance statistics to the Senior Rates Administration Officer on Key Performance Indicators within the Rating area.
- Assist with the collection of all rates, waste service charge and other charges.
- Assist the Senior Rates Administration Officer with the checking process of Voters' Lists and to maintain records, enabling accurate production of the voters' Roll.
- Help and guidance to internal customers.
- Undertake a range of customer services to ensure operations of the Rates Team is efficient and effective.
- Assist Senior Rates Administration Officer, Rates Quality & Systems Officer and the Coordinator Revenue & Rates with other tasks as directed.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.

- Attend all mandatory training and team building sessions. Noting some may occur on non-working days.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures designed to minimise injury and/or loss to individuals, assets, and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets, and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- The position is accountable for the timely and efficient completion of all key responsibilities.
- The position will make decisions limited by the standards and procedures encompassed by the nature of the work assigned to the position from time to time.

Specialist Knowledge and Skills

- Experience within a Council's rating or revenue environment and experience in maintenance of large property databases.
- Demonstrated attention to detail to ensure accuracy of record management and other related information.
- Proven ability to comprehend and execute procedures and practices proficiently.
- Proficient using Microsoft 365.

Qualifications and Experience

- Successful completion of post-secondary education relevant to key responsibilities or knowledge and skills gained through on-the-job training commensurate with the requirements of this position.

Interpersonal Skills

- Proven ability to gain trust and confidence of coworkers, managers, and customers.
- Possess excellent communication skills both written and verbal.

- Proven ability to deal with difficult or challenging behaviours, and handle conflict situations.

Key Relationships:

- The position will liaise with internal stakeholders including customer service, property, sustainability, governance, procurement, finance, and strategic Communications.
- The position is required to maintain professional relationships with other Victorian Local Government municipalities, Department of Families Fairness and Housing, State Revenue Office Victoria, Centrelink, Department of Veterans Affairs Council's contract printers and debt recovery contractors and other relevant external stakeholders.

Management Skills

- Proven ability to work in a team environment and help rates team members and other council employees.
- Demonstrated proficient time management skills.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.

Key Selection Criteria

1. Experience within a Council's rating or revenue environment, maintenance of large property databases and proficiency in the use of Microsoft office products.
2. Have attention to detail to ensure accuracy in record data management.
3. Ability to plan and prioritise work and complete all daily tasks in accordance with Council's customer service charter.
4. Demonstrated well developed communication skills, both verbally and written.
5. Ability to work in a team environment.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist to work at low levels.		Never	
Hand/Arm Movement Tasks involve use of hand/arms	✓	Frequently	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	✓	Rarely	
Standing Tasks involve standing in an upright position	✓	Sometimes	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Never	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	✓	Rarely	
Lifting/Carrying Tasks involve raising, lowering, and moving objects from one level position to another	✓	Rarely	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	✓	Rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer.	✓	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	✓	Frequently	

Any other relevant comments: