

## POSITION DESCRIPTION

<b>Position Title</b> Senior Rating Services Officer	<b>HR3023</b>  <b>Position Level</b> Level 6 City of Bunbury Employees 2024 Enterprise Agreement	<b>Reports to</b> Team Leader Procurement & Rating Services	<b>Primary Location</b> Administration Building
<b>Role of position</b> To undertake the administration, collection, and recovery of council rates while ensuring compliance with relevant legislation and council policies. This role involves maintaining accurate revenue and database management, analysing financial data, generating detailed financial reports, and providing guidance on rating matters to support and enhance the service delivery of the Rating Services Team.			
<b>Accountabilities</b> <ul style="list-style-type: none"> <li>Ensuring Rating Services practices, policies, processes and procedures comply with legislation and regulations.</li> <li>Oversee the Revenue Officers including monthly performance conversations, annual performance review, leave requests and timesheet approvals.</li> <li>Ensure effective service delivery of Rating Services, providing guidance and support to team members, fostering a culture of continuous improvement and collaboration.</li> <li>Develop, implement and conduct strategic rate modelling to enhance the City's rating revenue potential, assess potential impacts on revenue and ensure sustainability of organisational funding.</li> <li>Coordinates the maintenance of the City's rating database including the revaluation of property Gross Rental Values.</li> <li>Coordinate the raising and issue of rates notices.</li> <li>Oversee debt recovery and reconciliation of rates.</li> <li>Provides end of year and end of month balancing and processing.</li> <li>Research, analyse and interpret financial data and trends to inform decision-making and provide regular reports to the Executive Leadership Team on rates performance and projections.</li> <li>Assist the Manager Finance to identify risks related to rates assessment and revenue collection processes and providing recommendations for mitigation.</li> <li>Assist the Manager Finance with internal and external stakeholders, including council members, residents, and community groups, to communicate rate changes and gather feedback on rate-related issues.</li> <li>Actively resolve complex rates inquiries and complaints, ensuring timely and accurate responses to enhance customer satisfaction.</li> </ul>		<b>Internal Relationships</b> <ul style="list-style-type: none"> <li>All City of Bunbury employees</li> <li>Manager Finance</li> <li>Executive Leadership Team</li> <li>Financial Accounting Team</li> <li>Customer Support Team</li> <li>Waste Operations Team</li> </ul> <b>External Relationships</b> <ul style="list-style-type: none"> <li>Local Government Agencies</li> <li>Debt Collection Agents</li> </ul> <b>Financial Accountabilities and Delegations</b> <ul style="list-style-type: none"> <li>Acts within established practices.</li> <li>Works under the general supervision of the Team Leader Procurement &amp; Rating Services.</li> <li>Freedom to act limited by standards and procedures.</li> <li>Authorising officer for the approval of time payment of rates.</li> </ul>	
<b>Essential Criteria</b> <ul style="list-style-type: none"> <li>Extensive rating experience within a medium to large local government organisation or similar organisation.</li> <li>Working knowledge of the Local Government Act 1995 and Rates &amp; Charges (Rebates and Deferments) Act 1992.</li> <li>Developed interpersonal and communication skills.</li> <li>Developed word processing, spread sheeting, numeracy and literacy skills.</li> <li>Developed time management skills.</li> <li>Developed customer service and public relation skills.</li> <li>Ability to work under pressure and meet deadlines.</li> <li>Experience in debt collection actions and procedures.</li> <li>Experience in working with an ERP software.</li> <li>General knowledge of Equal Employment Opportunity guidelines.</li> </ul>		<b>Desirable Experience</b> <ul style="list-style-type: none"> <li>Experience in working with Authority software.</li> </ul>	

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### Mission Statement

Welcoming and Full of Opportunities

### Values

Employees at the City of Bunbury observe the following Values in their day to day activities:

#### **We are Community**

- We are **one team**
- We keep each other **safe**
- We display **empathy and respect**
- We have **fun** and **celebrate** our successes
- We work together to **achieve** great outcomes

#### **We are Open**

- We are **open to opportunities**
- We **actively listen** and think things through
- We are **inclusive** and treat everyone **equally**
- We are **honest** and open in our **communications**
- We are open to feedback to **improve** our performance

#### **We are Brave**

- We **lead the change, we own it!**
- We **trust** and **empower** each other
- We have the **difficult conversations early**
- We hold ourselves to the **highest standard**
- We have the **courage** to improve and **simplify**

**#WEARECOB**

### **Misconduct**

City of Bunbury employees are required to comply with our Code of Conduct and refrain from behaviour that is deemed misconduct.

#### Employees must:

- Apply accountable and ethical decision making principles within the work environment.
- Behave in accordance with legislation, City of Bunbury Council Policies, Management Policies and Employee Code of Conduct.
- Understand and observe the definitions of Misconduct and Serious Misconduct as defined in the Corruption Crime and Misconduct Act 2003.
- Report any information about actual or potentially fraudulent, corruption or illegal activities, including breaches of the City's Code of Conduct, to your Manager, Director or CEO.

#### **Risk Management**

- Understand and adhere to the Risk Management Policy, Corporate Guidelines and related procedures. When required, undertake risk assessments for all proposed projects in consultation with Team Leader, Manager or Director.
- Apply sound operational risk management practices within the work environment.

#### **Customer Service**

- Foster, advocate and implement the City's Customer Service Charter.
- Aim to exceed customer expectations.
- Strive for an element of consistency from one service transaction to the next.
- Through the delivery of outstanding service, establish a reputation of customer service excellence through service delivery.
- Deal with enquiries from customers and provide or arrange for the provision of the appropriate information or redirect the customer to the appropriate service provider.

### **Work Health and Safety**

#### Managers/Supervisors must:

- Ensure adherence to WHS policies and procedures.
- Consult and cooperate with workers and WHS representatives on WHS issues.
- Ensure that workers are equipped with the information, instruction, training, and supervision that they need to work safely.
- Identify, assess, and control hazards within their area of responsibility by applying the hierarchy of controls.
- Encourage early reporting of incidents, gather initial information to assist investigations and forward to WHS Team immediately.
- Ensure that workers are aware of, and abide by, all relevant health and safety procedures, particularly those relating to the operation of plant and equipment.
- Develop Safe Work Procedures as required in consultation with the workers and ensure adherence to procedures.
- Provide PPE as required and ensure workers are aware of correct usage and storage requirements.
- Ensure all plant and equipment is properly maintained.
- Maintain relevant knowledge of WHS issues.
- Act as a role model by demonstrating safe work behaviours.

#### Workers must:

- Take reasonable care to ensure their own health and safety and that of others who may be affected by their acts or omissions, as defined in WHS legislation.
- Participate in the development of a healthy and safe workplace.
- Comply with any reasonable instructions given for their own health and safety and that of others, to comply with legislation and local policies and procedures.
- Cooperate with management in its fulfilment of its legislative obligations.
- Report any injury, illness, hazard or near miss immediately, where practical to their supervisor.
- Familiarise themselves with the work health and safety policies and procedures
- Not wilfully or recklessly interfere with safety equipment.

#### **Accountable and Ethical Decision Making**

- Ensure actions and decisions are impartial and unbiased and can be justified and accurately explained.
- Act fairly and justly, abiding by principles of due process and natural justice.
- Be accountable and transparent.
- Do your job effectively and as efficiently as possible.
- Behave in accordance with legislation, City of Bunbury Council Policies, Corporate Guidelines and Code of Conduct.
- Declare any potential conflicts of interest.

Name:

Signature:

Date: