

POSITION DESCRIPTION

RATES OFFICER

POSITION DETAILS

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|---------------------------|-----------------|------------------------|---|
| POSITION No: | 3190 | UNIT: | Rates, Procurement and Finance Operations |
| EMPLOYMENT STATUS: | Full Time | LOCATION: | Council Centre |
| DIVISION: | City Governance | CLASSIFICATION: | MO Level 1 |

OBJECTIVES

MISSION STATEMENT

Working together to make Hobart a better place for the community.

DIVISION OBJECTIVE

The principal purpose of the City Governance Division is to support the City of Hobart in the delivery of its strategic outcomes through the provision of effective governance and financial services.

POSITION OBJECTIVE

The role will undertake a range of duties within the City's Rates section, delivering excellence in customer service to the City's ratepayers and a positive team culture.

KEY FUNCTIONS AND RESPONSIBILITIES

- Provide excellent customer service support to the City's customers and ratepayers, effectively managing general rating and local government election inquiries.
- Build strong, collaborative working relationships based upon open and honest communication to influence effective customer service delivery and outcomes and a positive culture.
- Assist the Rates Operations Supervisor in the administration of Council's Property and Rating System and maintain, administer and maintain outstanding rates arrangements with rate payers and manage outstanding rates to a minimum.
- Undertake clerical duties including, correspondence, rate calculations, debt recovery letters, and prepare lists for summons / legal action as required.
- Conduct property inspections as directed by the Rates Operations Supervisor.
- Maintain records to enable production of the General Manager's Roll.
- Issue and authorise S132 Rate Certificates.
- Complete building lists for lodgement to the Valuer-General.

Work Health and Safety: To take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS policies and procedures.

Note: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks as are within the limits of the employee's skill, competence and training.

ORGANISATIONAL RELATIONSHIPS

REPORTING RELATIONSHIPS

1. INTERNAL

The Rates Officer reports to the Rates Operations Supervisor.

The role will liaise with employees in Customer Services, Cleansing and Solid Waste, Development & Planning and Rates, Procurement and Finance Operations Unit members.

2. EXTERNAL

The role will liaise with customers, solicitors, Debt Collection agencies, other statutory bodies and government departments.

SELECTION CRITERIA

1. Completion of a Certificate III in Business Administration, Finance, or similar, coupled with experience in a customer service and data entry role.
2. Advanced customer service skills and a customer first attitude in all dealings with customers both internal and external to the business.
3. Proven ability to work effectively as part of a team and contribute to a positive team culture.
4. High proficiency in the use of word processing, spreadsheet and database applications coupled with good attention to detail.
5. Demonstrated organisation skills with an ability to work under pressure and to manage a number of activities simultaneously.
6. Well-developed verbal and written communication skills, including the ability to prepare correspondence and to provide friendly and courteous advice and assistance.
7. A demonstrated ability to apply standard policies, processes and procedures.
8. Current Drivers Licence and Police Check.