



Position Description and Person Specification

Position: Rates Supervisor

Position Number:

Award Placement:

Date Last Amended: January 2018

Department: Governance and Financial Services

Section: Rating and Revenue

Unit:

Position Title of Supervisor: Coordinator Revenue

Positions Reporting to this Position:

Direct:

Indirect:

2 x Senior Rates officers

1 x Debt Recovery officer

1 x Finance Officer (0.5 FTE)

Signature of Occupant

Date

Signature of Supervisor

Date

1. Purpose of Position

- 1.1** Efficiently and effectively manage the levying and collection of rates, charges and sundry debts in an accurate and timely manner.
- 1.2** Assist the Coordinator Revenue in all aspects of rating management, including categorisation, exemption, levy and recovery
- 1.3** Ensure EEO, WHS, the principles for a culturally diverse society and Council policies are complied with at all times.
- 1.4** Contribute to improved customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- 1.5** Supervise, motivate, develop, guide, coach, train and/or mentor and manage the performance of Rates Officers.

2. Organisational Relationships

- 2.1 Position Title(s) of Supervisor(s):**
Coordinator Revenue
- 2.2 Position Title(s) that also report to Supervisor:**
Senior Rates Officer x 2
Debt Recovery Officer
Finance Officer Rates (0.5 FTE)
- 2.3 Title(s) of Positions that report to this Position:**
Nil

3. Budget Management

- 3.1 Accounts Payable:**
Create purchase requisitions and complete goods receipts where relevant
- 3.2 Revenue:**
Full annual rate levy - \$77M as at 2017-18
- 3.3 Value of Contracts Managed:**
\$Nil

4. Challenges / Problem Solving

- 4.1** Key issues and challenges for the position relate to managing the day to day operation of the Rates section in order to provide the highest level of service to the public and the organisation and to ensure the accurate issue and collection of all revenue received.
- 4.2** Conflicts of time and process management require on-going resolution in a high process environment. Conflicting deadlines occur throughout rating year. Effective prioritisation is needed to ensure the rating team are doing the right thing the right way at the right time.
- 4.3** Transfer of Rates skills when providing advice and support to staff and other supervisors in relation to the day to day operations
- 4.4** Problems are not easily defined and require the application of analytical reasoning and broad knowledge of legislation and regulation (including industry analysis of better practice) in order to determine and communicate the appropriate solution.

5. Decision Making

- 5.1** The position determines the approach taken to establishing daily work priorities for self and team to ensure that rates are effectively levied and effectively recovered.
- 5.2** Decisions affect the activities of all ratepayers, residents, businesses, other council stakeholders and community as a whole.
- 5.3** Guidance is available in the form of policy direction or legislative requirements. The position holder will often resolve issues without reference to the Manager.

6. Communication

- 6.1** The position holder will regularly consult and discuss with other Rates Team members on matters likely to affect the work of the unit. The position will also require the officer to have ongoing contact with other Divisions/Departments of Council.
- 6.2** Outside Council, this position requires extensive contact with solicitors (and conveyancers), recovery agents, software providers, State representatives of departments like the Valuer General, Land & Property Information and Crown Lands. The Officer will be required to effectively liaise with these providers regarding rating issues.
- 6.3** The position has close contact with Council's diverse customer base. The position is required to provide advice and guidance to customers and ratepayers and resolve any problems relating to rating matters received in an efficient and effective manner.
- 6.4** Write non-standard correspondence, reports, submissions and proposals.
- 6.5** Responsible for resolving unusual and non-recurring inquiries or problems and resolving disputes.
- 6.6** Development and maintenance of relations with internal customers and external service providers to support and ensure the achievement of objectives.

7. Specific Accountabilities

7.1 Accountabilities:

- 7.1.1** Provide leadership to the Rates Team and delegate authority and accountability to individual team members as appropriate to achieve purpose of position.
- 7.1.2** Supervise the Rates function, ensuring the levy, accuracy and collection of all revenue received. Including facets of rating as:
 - exemption/non rateable properties
 - undertake ad hoc and systematic category review of properties
 - produce regular supplementary levies
 - assist in carrying out of annual levy and end of year rating procedures
 - ensure effective debt recovery cycles and procedures are in place and are adhered to
 - reconciliation and interrogation of financial transactions in sub-system and GL
 - investigate and monitor routine and anomaly matters and make recommendations for procedural change to minimise risk
- 7.1.3** Train and educate team members with regard to Rating procedures and functions ensuring multi-skilling to achieve a depth of transferrable skill among all staff (in all rating areas) within the Rates team.
- 7.1.4** Assist with preparation of Annual Statutory Financial Reports.
- 7.1.5** Pro-actively participate in procedural and policy review.

- 7.1.6** Be an active participant in the rating industry and remain abreast of change and industry issues.
- 7.1.7** Maintain a high level of skill in understanding, operating and coaching the best use of existing rating software.
- 7.1.8** Calculation, preparation and creation of new properties and process journal adjustments for entry to the rates master file.
- 7.1.9** Prepare pensioner rebate subsidy claims for the Division of Local Government.
- 7.1.10** Ensure annual work plans are developed with members of the Rates Team both in an outside of the performance review process.
- 7.1.11** Assist Coordinator Rates and other supervisory staff, as required.
- 7.1.12** Ensure annual rates, instalments and reminder data is accurately captured and efficiently transferred to councils printing and mailing house for rate, supplementary, instalment and overdue notice issue.
- 7.1.13** Maintain control in land values resulting from valuation supplementary lists and general revaluations received from the Office of the Valuer General. Ensure accurate and timely reconciliation of rateable land values.
- 7.1.14** Liaise with other Divisions/Departments throughout Council in relation to rating and property issues.
- 7.1.15** Ensure rating and revenue records are filed to enable speedy resolution of requests.
- 7.1.16** Ensure adequate supply of appropriate stationery for Revenue function.
- 7.1.17** Other duties, as required.

7.2 Performance Measures:

- 7.2.1** Written and verbal communication meets organisational standards.
- 7.2.2** Effectiveness of work practices in achieving daily, monthly, quarterly and annual rating outcomes.
- 7.2.3** Quality and accuracy of information provided and data recorded in business systems.
- 7.2.4** Effective communication is demonstrated in the activities undertaken by the position.
- 7.2.5** Timeliness of responses to requests and all deadlines are met.
- 7.2.6** Level of team skill and team function.
- 7.2.7** Initiative is displayed in the proactive development of policies and procedures which anticipate business change and address issues in a clear and concise manner.
- 7.2.8** Reports are clearly and concisely written on time and add value to the function.
- 7.2.9** Effective interpersonal skills are demonstrated by the establishment and

maintenance of good working relationships with key stakeholders both internal and external.

7.2.10 Work priorities determined for staff members meet organisational objectives.

7.2.11 Work and development plans are developed consistent with organisational requirements and balance individual needs.

8. Workplace Health & Safety

8.1 Accountabilities:

8.1.1 Understands and applies all safe work method statements in work.

8.1.2 Instructs staff in the application of safe work methods ensuring their compliance.

8.1.2 Participates in safety training as required and implements all practices.

8.1.3 Reports all accidents, incidents and hazards consistent with OH&S systems.

8.2 Performance Measures:

8.2.1 Number of safe work methods statements not applied.

8.2.2 Participates in safety training and workplace inspections.

8.2.3 Number of accidents, incidents and hazards not reported.

9. Financial Management Accountabilities

9.1 Accountabilities:

9.1.1 Exercise delegation consistent with Council policy.

9.1.2 Effective utilisation of Council resources.

9.2 Performance Measures:

9.2.1 No breaches of Council policy in relation to financial management.

9.2.2 Council resource utilisation.

10. Corporate Accountabilities

10.1 Accountabilities:

10.1.1 Promotes and fosters a positive image and customer focus across Council and to the Community.

10.1.2 Treat the community and staff with courtesy and sensitivity.

10.1.3 Support the decisions of Council.

10.1.4 Observe the highest standards of honesty and integrity.

10.1.5 Live the RCC values.

10.2 Performance Measures:

10.2.1 Customer assessment of level of service.

10.2.2 No of complaints.

10.2.3 Application of decisions of Council.

10.2.4 No of breaches.

11. Knowledge, Skills and Experience

Essential Criteria:

11.1 Tertiary qualifications at Diploma level in accounting or the equivalent experience.

11.2 Demonstrated experience in Local Government rating and an understanding of land valuations as they apply to council rates.

11.3 Demonstrated experience in the accounting function in either the public or private sector with high level numeracy and accuracy skills.

11.4 Demonstrated management of staff to maintain a strong, cohesive team by the use of well developed delegation, knowledge sharing and coaching skills and the ability and willingness to resolve staff issues in a timely and effective manner.

11.5 Demonstrated written communication skills. Experience in writing ad-hoc letters, emails, memos and reports about non-routine matters in a concise and effective manner.

11.6 Proven experience in debt recovery and knowledge of best practice within debt recovery industry.

11.7 Proven ability to coordinate work flows, up-skill and achieve desired results from team members.

11.8 Ability to both lead and participate in a team that operates in a high volume, multiple process environment in achieving divisional, departmental and organisational goals within tight time constraints

11.9 Demonstrated computer literacy and intermediate competence with the Microsoft suite of Programs, especially Excel and Word.

11.10 High level knowledge of computerised accounting systems, particularly rates, property and GL and their integration with other accounting systems.

11.11 Demonstrated interpersonal skills with the ability to diffuse conflict and negotiate paths to positive team and stakeholder outcomes

11.12 A thorough knowledge of the Local Government Act, Regulations, guidelines and industry issues.

11.13 Well developed skills in both research and reconciliation.

Desirable Skills and Abilities:

- 11.14** Completion of accounting qualifications beyond Diploma.
- 11.15** Completion of courses on local government rates and/or finance conducted by accredited professional bodies (e.g.: Revenue Professionals, Division of Local Government, Local Government and Shires Associations).
- 11.16** Experience with Infor - Pathway Local Government rating software
- 11.17** Experience in local government accounting.
- 11.18** Experience implementing initiatives in an environment of change.
- 11.19** Current Class C driver's license.

12. Attachments

Organisation Chart

