

## POSITION DESCRIPTION/SPECIFICATION

### 1. POSITION IDENTIFICATION

<b>Title</b>	Rating Services Officer	<b>Level</b>	3/4
<b>Business Unit</b>	Financial Services	<b>Position No.</b>	00085,0089,00090, 0091,00092,01227, 01332
<b>Directorate</b>	Corporate Services	<b>Date Established</b>	September 2007
<b>Reporting to</b>	Coordinator Rating Services	<b>Date Updated</b>	February 2026

### 2. KEY OBJECTIVES

- Provide Rating Services function to support the administration of the Rating Services sub-unit.
- Contribute to the continual development and improvement of processes and systems.
- Provide an excellent level of customer service to both internal and external customers.

### 3. KEY ACCOUNTABILITIES

- Ensure service is delivered in a timely and accurate way in accordance with legislative requirements and established procedures and guidelines.
- Provide timely and accurate rating advice and information.
- Ensure all financial activities are undertaken in accordance with the City's purchasing protocols and practices.
- Ensure prompt capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

## **KEY ACTIVITIES**

<b>ACTIVITIES</b>
<p><b>Outcome: Rating Services</b></p> <ul style="list-style-type: none"><li>• Undertake Rating Services processes including, direct debit process, change of ownership, pension/senior process, debt collection, summons lodgement, notice of discontinuance and deferred claims in accordance with documented processes.</li><li>• Contribute to Rates Services processes including, rates notices, final notices, interim rates and electoral roll.</li><li>• Liaise with ratepayers using an empathetic non-confrontational approach to facilitate payment of rates related payments including, negotiating payment plans, dealing with pensioner rebates.</li><li>• Resolve payment queries with ratepayers and other external stakeholders using proactive problem solving skills.</li><li>• Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.</li></ul>
<p><b>Outcome: Process Improvement</b></p> <ul style="list-style-type: none"><li>• Participate in the development of new processes and review existing processes with the aim of identifying opportunities for efficiencies.</li><li>• Recommend enhancements to the Rating System Module and participate in testing for upgrades of the system.</li><li>• Participate in the provision of systems training to support other positions within the unit.</li></ul>
<p><b>Outcome: Customer Service Delivery</b></p> <ul style="list-style-type: none"><li>• Respond to customer queries in an efficient and professional manner.</li><li>• Provide other employees and external stakeholders with advice and information on rating matters when required.</li><li>• Assist and inform the Coordinator Rating Services of customer service related issues and feedback.</li></ul>

#### **4. WORK RELATED REQUIREMENTS**

##### **Essential Skills, Knowledge, Experience and Qualifications:**

##### **Skills:**

- Demonstrated interpersonal and verbal communication skills, including negotiation and conflict resolution skills.
- Ability to manage time, set priorities, plan, organise and work in a multi-task environment.
- Computer skills including Microsoft suite and databases.
- Ability to work as part of a team.

##### **Working Knowledge and Experience:**

- Debt recovery processes.
- Information technology systems.
- Basic accounting practices.

**Qualifications/Clearances:**

- Appropriate qualification or progression towards completion of formal studies in a relevant field or equivalent relevant experience.
- Current National Police Clearance.

**5. EXTENT OF AUTHORITY**

- Operates as a member of a professional team.
- Follows standards/procedures.
- Freedom to act within established guidelines.
- Problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.
- Scope to exercise initiative in applying work practices and procedures.

**6. WORKING RELATIONSHIPS**

**Supervision**

- Works under general supervision.

**Internal:**

- All other business units.

**External:**

- Various government agencies.
- Other Local Governments.
- External Customers.
- Residents and Ratepayers
- Settlement Agents.
- Public Trustee.

**7. POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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