



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Coordinator Rating Services	Level	8/9
Business Unit	Financial Services	Position Number	00079
Directorate	Corporate Services	Date Established	March 2003
Reporting to	Manager Financial Services	Date Updated	August 2025

2. KEY OBJECTIVES

- Responsible for the direction and management of the City's Rating Services sub-unit to ensure effective and efficient functioning to maximise the City's ability to levy and collect rates revenue that is critical to delivery of services to the community.
- Coordinate the day-to-day operations of the Rating Services sub-unit to ensure service delivery is to a high standard and in collaboration with relevant stakeholders.
- Responsible for the management of the City's rates information database to ensure the accuracy of ownership, valuation and other related data to maximise confidence in the reliability of the database and to enable the City to accurately undertake its rate levying functions.
- Undertake people management responsibilities.

3. KEY ACCOUNTABILITIES

- Ensure Rating Services programs and services are undertaken to a high standard in accordance with the City's strategies, plans, protocols, procedures and adopted practices, budgets and relevant legislation.
- Undertake activities in accordance with the Business Unit Plan, Annual Plan, Corporate Business Plan and Strategic Community Plan.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Ensure people management activities are undertaken in accordance with relevant legislative requirements and City 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.
- Ensure all financial activities are undertaken in accordance with the City's purchasing protocols and practices.
- Ensure correspondence and other written material is of a high standard, is accurate and error free and in accordance with the City's Report Writing Guidelines and Corporate Style Guide.
- Ensure all forms of correspondence are recorded in the City's record management system as per relevant protocols and legislation.

4. **KEY ACTIVITIES**

ACTIVITIES

Outcome: Rating Services

- Responsible for the provision of rates modelling to support the annual budgeting process to inform rating decisions arising from budget workshops and/or Council meetings.
- Responsible for the triennial gross rental value revaluation process and interim rates process in liaison with the Valuer General's Office.
- Implement the levying of rates in accordance with the decision of Council and oversee the collection of rates including Final Notices.
- Responsible for debt recovery actions including the preparation of documentation for court proceedings and representing the City before the State Administrative Tribunal.
- Provide expert advice to the Manager Financial Services and Director Corporate Services on all high-level rating matters.
- Provide high-level advice to key stakeholders on relevant Rates legislative requirements such as the Local Government Act 1995, Local Government (Financial Management) Regulations, Valuation of Land Act and the Rates and Charges (Rebates and Deferments) Act, Interpretation Act 1984.
- Prepare reports with recommendations to the Manager Financial Services and Director Corporate Services on a range of matters including rate exemptions and debt collection.
- Take a lead role and be a proactive member of external groups in order to raise issues that impact the organisation and the local government industry.

Outcome: Operational

- Be the key point of contact for external auditors on matters relating to Rating Services including Deferred Claims.
- Coordinate responses to customer queries, issues and complaints verbally and in writing and manage team workflow to maximise efficient customer service.
- Initiate and respond to correspondence relating to Rating Services and contribute to correspondence with ratepayers from other parts of the City including Mayoral and Elected Member correspondence.
- Develop the electoral roll for local government elections and liaise with the Western Australian Electoral Commission and the Manager Governance before and during elections.
- Ensure development of appropriate reporting mechanisms to facilitate efficient monitoring of various rating activities.
- Contribute to the development and implementation of the annual Business Unit Plan and ensure data availability on a timely basis to facilitate monthly business unit reporting.
- Raise purchase requisitions, amend, verify and receipt invoices for payment.
- Organise quotes from contractors and suppliers for goods and services.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Systems and Processes

- Responsible for the Technology One rates module system administration, configuration and ongoing maintenance to ensure data integrity and to facilitate the efficient and accurate levying of the City's rating payments and individual payment options.
- Undertake module testing of the Property and Rating System for the purposes of any upgrades or updates in consultation with Information Technology.
- Liaise with Information Technology and Technology One to address any system anomalies identified in Property and Rating.
- Proactively identify new opportunities to enhance the Rates System module and/or processes to improve efficiencies.

- Provide training and support to City employees on the Rates System module.
- Design, document and regularly review various processes including, but not limited to, levying rates, processing of interim rates, debt collection, summons lodgement, notice of discontinuance, pension/senior process, change of ownership, direct debit and electoral processes to ensure that statutory and City requirements are properly managed.
- Proactively identify opportunities for efficiencies in processes involving Rating Services working in collaboration with internal stakeholders.
- Responsible for ensuring all system and non-system-based processes are current and in conjunction with project teams develop processes applicable to new systems.
- Work with project teams to define the requirements for the rating function for new systems and undertake testing of scenarios to confirm acceptance of systems set up.

Outcome: People Management

- Foster, lead and drive a culture focused on delivering a high level of customer service.
- Undertake the recruitment and selection process as required.
- Ensure employees work in a safe manner.
- Set performance targets and development plans for employees.
- Provide ongoing supervision, guidance, monitoring and appropriate feedback to employees as part of everyday employee management.
- Provide leadership, coaching and on-the-job training for employees.
- Manage a range of employee issues in consultation with Human Resources.
- Responsible for the succession planning of the team and ensuring that all team members are trained on all aspects of the rating function.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Organisational, time management, written and verbal communication skills, with proven ability to effectively prioritise multiple tasks to meet deadlines and achieve desired outcomes.
- Interpersonal, conflict resolution and influencing skills to positively manage stakeholder relationships.
- Reconciliation and numeracy skills with a high degree of accuracy.
- Decision-making and problem-solving skills.
- Leadership, coaching, feedback and people management skills.
- Ability to use Microsoft Office.
- Ability to maintain databases such as Technology One, Property and Rating systems to support the rate levying function.

Knowledge:

- Relevant Rates legislative requirements including Local Government Act 1995, Local Government (Financial Management) Regulations, Valuation of Land Act and the Rates and Charges (Rebates and Deferments) Act, Interpretation Act 1984.
- Rates processes and practices including how they relate to other functions.
- Levying and collection of rates.

Experience:

- Rating Services, debt recovery, use of property and rates systems including financial modelling.

- Developing and maintaining procedures and processes with a focus on continuous improvement.
- Managing teams and working within groups to achieve desired outcomes.

Qualifications / Clearances:

- Relevant tertiary qualification or progress towards or equivalent extensive experience.
- Current National Police Clearance.
- Current WA "C" Class Drivers Licence

6. EXTENT OF AUTHORITY

- Exercise a high degree of autonomy although advice is available on complex or unusual matters.
- Required to use expertise to undertake problem definition and solving, planning and the exercise of judgement.
- Responsible for decision making in work area and the provision of expert advice.
- Coordinates the Rates work area including setting outcomes and priorities and monitoring workflow to ensure the achievement of objectives.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under limited direction.

Internal:

- All other business units.

External:

- Various government agencies.
- External legal advisers.
- Court personnel.
- Property Owners.
- Residents and Ratepayers.
- Settlement Agents.
- Property Managers.
- Other local governments.
- Technology One.

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	6
--	---