



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Rating Services Officer	Level	3/4
Business Unit	Financial Services	Position No.	00085,0089,00090, 0091,00092,01227, 01332
Directorate	Corporate Services	Date Established	September 2007
Reporting to	Coordinator Rating Services	Date Updated	October 2024

2. KEY OBJECTIVES

- Provide Rating Services function to support the administration of the City's 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

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<p>Outcome: Rating Services</p> <ul style="list-style-type: none">• Undertake Rating Services processes including, but not limited to, direct debit process, change of ownership, pension/senior process, debt collection, summons lodgement, notice of discontinuance and deferred claims in accordance with documented processes.• Contribute to Rates Services processes including, but not limited to, rates notices, final notices, interim rates and electoral roll.• Liaise with ratepayers using an empathetic non-confrontational approach to facilitate payment of rates related payments including, but not limited to, negotiating payment plans, dealing with pensioner rebates.• Resolve payment queries with ratepayers and other external stakeholders using proactive problem solving skills.• Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.
<p>Outcome: Process Improvement</p> <ul style="list-style-type: none">• Participate in the development of new processes and review of existing processes with the aim of identifying opportunities for efficiencies.• Recommend enhancements to the Rating System Module and participate in testing for upgrades of the system.• Participate in the provision of systems training in order to support other positions within the unit.
<p>Outcome: Customer Service Delivery</p> <ul style="list-style-type: none">• Respond to customer queries in an efficient and professional manner.• Provide other employees and external stakeholders with advice and information on rating matters when required.• Assist and inform the Coordinator Rating Services of customer service related issues and feedback.

4. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Demonstrated interpersonal and verbal communication skills, including negotiation and conflict resolution skills, when interacting with internal and external customers including face to face and via telephone and email.
- Ability to manage time, set priorities, plan and organise work in a multi-task environment.
- Computer skills (Microsoft suite, 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 no older than 3 months or willingness to obtain.

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 unit.

External:

- Various government agencies including, but not limited to, Valuer General’s Office, Water Corporation, Department of Communities – Housing Authority, Landgate, Department of Justice, Centrelink, Director of Public Prosecutions.
- 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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