



## CITY OF ALBANY POSITION DESCRIPTION RATES OFFICER

### 1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be:

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance.
- **Accountable:** for our actions - This means we will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners. We will commit to a culture of continuous improvement.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be transparent in our decision making and committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

### 2. POSITION IDENTIFICATION

<b>TITLE:</b> Rates Officer	<pre>graph TD; A[Manager Finance] --&gt; B[Rates Coordinator]; B --&gt; C[Rates Officer];</pre>
<b>LEVEL:</b> Level 4, City of Albany Industrial Agreement 2023	
<b>DIRECTORATE:</b> Corporate & Commercial Services	
<b>REPORTS TO:</b> Rates Coordinator <b>RESPONSIBLE FOR:</b> Nil	

### 3. POSITION OBJECTIVE

To accurately assess, calculate, and administer property rates and associated charges, ensuring compliance with relevant regulations and policies while effectively communicating with property owners to address inquiries and facilitate timely payments.

#### **4. KEY RESPONSIBILITIES**

##### **General/Administration**

- Foster, advocate and implement the City of Albany's customer service focus and practices.
- Manage the collection of rates income, processing payments, rate journals, refunds, and maintaining accurate records of transactions.
- Review and apply pensioners and seniors rebates.
- Maintain and record property details by transfers, ownership details, advice of sale notifications, and property changes.
- Assist with implementing enforcement measures for overdue payments, which may include issuing notices, penalties, or initiating legal action.
- Ensure compliance with relevant laws, regulations, and policies related to property rating.
- Maintain up-to-date and accurate records in the local government's database, including property information, assessments, payment histories and name & address records.
- Liaise with other internal departments within the City, or external agencies, to coordinate efforts related to rates related matters.
- Undertake other tasks as identified by the Rates Coordinator.

##### **Work Health and Safety**

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that our within own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with WHS Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they may seem.

#### **5. REQUIREMENTS OF THE JOB**

##### **Skills**

- Models appropriate behaviour in line with City of Albany Code of Conduct.
- Demonstrates excellent interpersonal skills and builds productive relationships with people at all levels within and outside the team.
- Relates very well with others, listens, understands and adapts to different audiences.
- Demonstrated financial/clerical/administrative skills relevant to the position.
- Good computer skills with developed knowledge of the Microsoft Office suite (especially Word, Excel and Outlook).
- Well-developed time management and organisation skills.
- Well-developed written and verbal communication skills.
- Well-developed teamwork skills.
- Strong customer service focus and commitment.

##### **Knowledge**

- Basic knowledge of work activities performed within a rates team.
- Sound knowledge of financial principles and practices.
- Understanding of how to comply with procedural/operational methods of the organisation.

## Experience and Qualifications

- Experience in financial/clerical/administrative duties relevant to the position.
- Exposure to local government rates (highly desirable).
- Computerised systems experience.
- Communications/letter writing experience.
- Relevant certificate or qualification in business, finance or a related field (highly desirable).
- Minimum 2 years' experience in a finance/clerical role.
- National Police Clearance.

## 6. CERTIFICATION

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: \_\_\_\_\_  
(Please print)

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

WITNESS NAME: \_\_\_\_\_  
(Manager or above) (Please print)

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_