

POSITION DESCRIPTION

Corporate Services Officer (Rates)



Team:	Corporate Services
	Classification: South Australian Municipal Salaried Officers Award General Officer Level 2
Employment type:	Full Time permanent (1.0 FTE)
Industrial agreement:	Southern Mallee District Council Enterprise Bargaining Agreement Number 11 of 2022
Reports to:	Manager Corporate Services
Last review date:	April 2024

Position objective

The Corporate Services Officer (Rates) is responsible for maintaining accurate, consistent and effective processing of rates and debtors to meet all legislative requirements.

Provide advice and guidance on the development and implementation of relevant policies and procedures for compliance and accountability.

The Corporate Services Officer (Rates) is a key member of the organisation and assists in the building of an innovative and constructive organisational culture.

Position accountabilities

- Assist the Manager Corporate Services to achieve the strategies and objectives of the organisation and deliver high quality advice and reporting to the CEO and Council in all relevant areas;
- Support corporate services team in the efficient processing of all functions relating to property rating, customer billing and debt collection;
- Coordinate and facilitate the collection of rate revenue, including quarterly billing and debt recovery in liaison with ratepayers and debt collections;
- Perform rate modelling and ensuring databases are reconciled;
- Maintain databases and ensure all property and ratepayer information is up to date;
- Prepare, process and dispatch correctly coded invoices;
- Maintain debtor files and payments, and follow-up outstanding invoices;
- Participate in a small multi-disciplinary team of staff and external service providers across finance, rates, contract management and procurement, asset management, information technology and customer service;
- Assist in the preparation of council reports, annual business plan, annual report, quarterly rates notices, regular reporting of overdue rates and debtors, legislative changes and any other matters as required;
- Assist in the development and maintenance of policies and procedures;
- Develop an individual work plan in line with the Council's Strategic Management Plan and Annual Business Plan and Budget;
- Participate in a working environment that fosters a constructive team culture that values collaboration, achievement, learning and development and innovation;
- Provide efficient, respectful and professional service and ensure effective and appropriate community consultation and communication for service delivery and projects;
- Any other duties consistent with the scope and level of this position as required and directed by the Manager.

Skills, knowledge, and experience

- Experience in, or understanding of, legislation relating to property rating in Local Government;
 - Experience in liaising with and reporting to various staff, members of the public, committees, external consultants and others to identify, interpret and advise on key issues relating to property rating and debt collection processes and requirements;
 - Demonstrated ability to work well in a team environment and the ability to achieve organisational and team values, goals and objectives and to behave professionally;
 - Sound administrative skills including knowledge and experience of finance, database management, legislative processes, use of IT, preparation of various written material, and the like;
 - Sound oral and written communication skills including negotiation, conflict resolution and problem solving skills and the capacity to build and maintain positive relationships;
 - Sound interpersonal skills including the capacity to perform effectively in diverse and complex political environments;
 - Well-developed knowledge of the principles of equal opportunity, diversity, work health and safety, and risk management;
 - Ability to participate in work that involves strategic thinking, understanding of clear but complex rules, development of creative solutions and contribute to outcomes that improve efficiencies of the organisation;
 - Demonstrated ability to use initiative and contribute to an innovative organisation.
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Education, training and licences

- Diploma Local Government (Rates), or other tertiary qualification and experience in a field relating to the programs and services of the position is desirable;
 - Current 'C' class driver's licence;
 - A satisfactory police clearance.
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Work Health and Safety

- Perform all work in accordance with WHS legislation and Council's policies and procedures;
 - Participate, contribute and demonstrate personal commitment to safe practice and environmental awareness;
 - Commitment to continuously improve the culture of the organisation in relation to risk management and WHS.
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Relationships

The Corporate Services Officer (Rates) reports directly to the Manager Corporate Services and integrates with the entire organisation. It is integral that the employee contributes to the development and maintenance of a positive team environment.

Internal: All staff.

External: Community groups and residents, State Government, other local governments, statutory authorities and other stakeholders as required.

Acknowledgement

The information contained in this position description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role. From time to time, employees may be required to perform duties outside of their normal responsibilities as required.

Acceptance of the position

Signing this position description indicates an agreement and acceptance of the contents and conditions

Employee name	
Signature	
Date	

Signed on behalf of Southern Mallee District Council	
Name	
Title	
Date	

SOUTHERN MALLEE DISTRICT COUNCIL VISION AND VALUES



Vision: - **A prosperous and welcoming community where we share a sustainable and safe environment and a diverse economy.**

Council Values

Our values guide our behaviour and decision-making and how we lead and support our community.

Active Listening – We actively listen to and engage with people and we seek their participation and keep them informed.

Excellence – We strive to achieve excellence in ethical governance and to consistently provide consultative, innovative and responsive services of the highest standard.

Strategic Thinking – We understand the past and have a focus on the future, increasing our ability to balance today's needs with the long-term interests of future generations.

Relationships – We have collaborative relationships and partnerships that increase value to our community.

Sense of place – We recognise our natural environment as a significant asset that is critical to our future. We acknowledge that our community has entrusted Council to protect and enhance our streetscapes, built and natural environment.