

POSITION DESCRIPTION

PROPERTY & REVENUE OFFICER

Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

Our Goals

Thriving Community	Prosperous Economy	Clean And Green City	Places For People
<i>A City where people have the opportunity to connect and flourish</i>	<i>A City with a thriving economy that enriches its local community</i>	<i>A City that values its natural environment</i>	<i>An accessible City where people love to be</i>

Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes.
Our systems, processes and tools are contemporary and reflect leading practice.
Our assets and finances are managed with good stewardship.

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

Our Organisational Values

Make a Difference We serve our community well	Grow & Improve We improve our work everyday	Better Together We collaborate & create to deliver meaningful outcomes
<ul style="list-style-type: none"> • Deliver public good • Improve the quality of people's lives • Community focussed • Deliver Council's City Plan 	<ul style="list-style-type: none"> • Innovate • Continuously improve • Problem solve • Adapt & change • Engage the community • Shape the future 	<ul style="list-style-type: none"> • Trust, honesty, integrity • Care & support each other • Work as a team • We celebrate success • We are accountable • Open communication

POSITION DESCRIPTION

The position is:

Position Title	Property & Revenue Officer		
Department & Section	Corporate Services – Finance		
Team	Property & Revenue		
Reporting to	Team Leader Property & Revenue		
Positions Reporting to it	Nil		
Classification and Stream	MOA Level 3		
Position Number		Prescribed Position:	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>

How does this position contribute to our community?

- Your role contributes to maintaining the accuracy and completeness of property and assessment records for all properties within the Council area.
- Your support will enhance our strong financial management, ensuring that we continue to deliver outcomes valued by our community, in a financially responsible manner.

What does the position do?

- Respond promptly to customer phone calls, enquiries, and electronic correspondence.
- Maintenance of the property and assessment records for all land in the Council area.
- Update customer name and address register (NAR) in line with Council data standards.
- Collaborate and/or negotiate with property developers to determine new street names.
- Allocate street numbers to new allotments with consideration of future growth or subdivision potential.
- Reconcile and process supplementary valuation files and land division records to ensure the integrity of the rating valuation database is maintained.
- Support the preparation and issuance of periodic rate notices.
- Assess customer rate rebate applications in accordance with Council policy and relevant legislative provisions.
- Review/approve customer requests for credits/refunds based on relevant evidence.
- Negotiate payment arrangements with customers, having regard for customer specific circumstances within the context of Council policies and guidelines.
- Action rate arrears communications in accordance with Council's Debt Treatment Plan.
- Coordinate Section 7 and 187 certificates in collaboration with other Council teams.
- Creation and capture of corporate records according to legislative requirements.
- Other reasonable duties as required.

What outcomes does the position deliver?

- An exceptional customer experience for all internal and external customers.
- A property and assessment database maintained with the highest levels of integrity.
- Rates arrears are effectively managed to minimise Council reliance on borrowings.
- A cohesive, engaged, and agile team environment.
- Opportunities for improvement are identified and embraced.

The behaviours we expect the position to contribute to our workplace are:

- Effective communication and information sharing
- Customer focused and passionate about delivering for our community
- Alignment to PAE Values and Code of Conduct
- Interpersonal skills that build good work relationships

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- Sound problem solving, innovative thinking and informed decision making
- Enthusiasm to complete tasks
- A commitment to personal development and improvement
- Adaptability and flexibility to new ideas and concepts

Qualifications for the position

- Nil

Experience

- Administrative experience within a Local Government environment is desirable.
- Experience working within the property sector is desirable.
- Experience using Microsoft software (e.g. Outlook, Teams, Word, Excel).

Knowledge

- Knowledge of relevant sections of the Local Government Act 1999 (e.g. Chapter 10).
- Ability to understand and adhere to established policies and procedures.

Information Management/Cyber Security

- Appropriate information management practices are implemented.
- Maintain knowledge and application of Council's IT systems relevant to role.
- Maintain a working understanding of and follow Council's cyber security controls.

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Procurement and Contract Management

- Responsible for complying with Councils procurement policy and processes
- Proficient in the application and requirements of procurement within a Local Government context
- Requirement to undertake regular training regarding procurement and contract management activities

Our Safety and Return to Work Commitments

All Employees

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.

Employee Signature: _____

Print Name: _____

Date: _____