



## POSITION DESCRIPTION

<b>Position Title</b>	Property Rating Officer	<b>Classification</b>	Band 5
<b>Directorate</b>	Corporate Services	<b>Department</b>	Finance
<b>Direct Reports</b>	Nil	<b>Date</b>	May 2026
<b>Reports to</b>	Coordinator Rating Services		

## ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in supporting the community by delivering a wide range of services that enhance the wellbeing of residents now and into the future.

To support the delivery of these services, Council is focused on building a skilled and professional workforce with the capability to respond to current priorities and future challenges. Employees are expected to contribute to high-quality service delivery, demonstrate sound professional judgement, and work collaboratively to achieve positive outcomes for the community.

Council is committed to providing a safe, inclusive and supportive working environment that enables employees to perform at their best while contributing to the achievement of Council's strategic objectives.

## POSITION OBJECTIVES

Responsible for ensuring that Cardinia achieves maximum revenue potential from property rates as a result of supplementary valuations and rating, and the charging of correct waste management and other charges to ratepayers.

Contribute to processing rate collection processes, provide input towards the organisation's business improvement program, and identify and implement customer service improvements.

## KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

## PROPERTY RECORDS, LEVIES AND CHARGES

- Maintain property records in the corporate property system including creation of new properties, recording title information, and allocating adhoc street numbering as required.
- Process supplementary valuations in the corporate property system including the issuing of rate notices.
- Process and issue rate notices for waste management requests including garbage, recycling and green waste.
- Record council owned property acquisitions and dispositions (including land such as reserves acquired via planning permit requirements) ensuring that asset valuations are made or adjusted as required.
- Process Farmland and rating exemption applications.
- Liaise with IT to ensure the accurate mapping of properties including investigating and amending Property.Gov as required and participating as the rates GIS representative.

- Complete rate accounting for the range of areas covered by this role.

### **CUSTOMER SUPPORT AND RECORD KEEPING**

- Respond to property data/location requests/queries from internal stakeholders, including Compliance/Health, Building, Planning, Property and Valuation.
- Provide information and advice to customers via email, mail, telephone or in person, including specialist rating advice and problem solving.
- Undertake record management specific to the revenue function.

### **SUPPORT**

- Provide support to the Rates Specialist including annual charge runs, notice runs, provision of data and reporting to internal and external stakeholders, year-end procedures and Emergency Services and Volunteers Fund (ESVF) obligations
- Actively engage and contribute as a member of the Victoria Editing Service (VES) Working Group and Naming Committee.
- Provide support with the recovery of outstanding monies owed to Council in accordance with Council's recoveries procedures, Financial Hardship Guidelines, and appropriate legislation.
- Provide administrative support within the Rating Services team including:
  - Prepare and issue land information certificates.
  - Action changes of ownership and contact details from notices of acquisition and disposition, customer requests and return to sender notifications.
  - Provide copies of notices on request
  - Action rebate applications, including the Pensioner Rates Concessions
  - Negotiate and set up payment arrangements.
  - Action refund requests for rates and special charge schemes
- Assist with day-to-day rating duties as required.

### **POLICY AND PROCEDURE COMPLIANCE**

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.
- Ensure compliance with Council financial and procurement policies and procedures in ensuring an adequate standard of internal control over finances is maintained.

### **OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES**

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

### **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- Freedom to act set by clear objectives with frequent consultation with supervisor and a regular reporting to ensure adherence to plans.
- Decisions and actions taken are subject to review by the supervisor.
- Act in accordance with position objectives, with regular reporting to ensure adherence to position goals and objectives.
- Make operational decisions within the scope of work allocated.
- Accountability for the quality, accuracy and effectiveness of work produced.
- Freedom to act in accordance with legislative requirements and organisational policies and processes.

### **JUDGMENT AND DECISION MAKING**

- Objectives of the work usually well defined, but method, technology, process or equipment must be selected from a range of available alternatives.
- Guidance and advice is usually available within a time to make a decision.
- May involve problem solving using guidelines, professional/technical knowledge or experience.

### **SPECIALIST KNOWLEDGE AND SKILLS**

- Demonstrated knowledge of relevant legislation, in particular the Local Government Act and regulations and the Privacy and Data Protection Act.
- A solid understanding of municipal rates and valuations, titles, and subdivisions.
- Undertakes research and projects as directed, providing recommendations for consideration by Rates Specialist and/or Coordinator Rating Services
- Property database management skills, including the ability to utilise Council's property system to record and process supplementary valuations. In addition, using the systems to generate relevant rate notices.
- Intermediate skills in Microsoft Office products, especially Excel, Word, and Outlook. Some previous experience in SharePoint, TechOne, CRM and Open Office would be advantageous.
- Basic understanding of general accounting.
- Ability to develop and maintain effective relationships with a diverse range of stakeholders to achieve desired outcomes.
- Ability to research and analyse information and prepare reports for consideration.
- Demonstrate initiative in managing work outcomes, opportunities, and challenges.
- An understanding of the long-term goals of the wider organisation and of its values and aspirations and a understanding legal and political context in which it operates.
- Possess a knowledge of systems and protective factors around keeping children and young people safe including child first and child protection reporting/services including Child Safe Standards.

### **INTERPERSONAL SKILLS**

- Possess excellent communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to work independently yet be an effective member of a multidisciplinary team.
- Ability to gain the cooperation, assistance and trust of other employees with the organisation.
- Provide high-quality support and guidance with a demonstrated ability to work collaboratively.
- Proven ability to build and maintain productive and respectful relationships.
- Proven ability to maintain high levels of confidentiality.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

### **MANAGEMENT SKILLS**

- Ability to ensure accuracy of written and verbal communication in a busy environment.
- Ability to operate in an environment with demanding workloads and time constraints.
- Develop and implement processes and provide support to the organisation when change is required.
- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing, and where appropriate, that of other employees.
- Contribute to a collaborative and innovative values-based culture.
- Foster innovation and make suggestions to improve work practises and processes.

### **QUALIFICATIONS AND EXPERIENCE**

- Tertiary qualifications (degree or diploma) in related field, industry qualification and/or equivalent experience in a comparable environment.
- Communication and interpersonal skills with the ability to clearly articulate and present information as required.

- Previous relevant experience in rating services (supplementary rates and charges).
- Experience in the use of Open Office Property.Gov or similar rating system.
- A current Victorian Drivers Licence.

### **KEY SELECTION CRITERIA**

- Ability to use computer-based information systems and applications including Microsoft Office, Tech One, CRM, SharePoint and Open Office Property System.
- Communication, negotiation and interpersonal skills with the ability to clearly articulate and present information as required.
- Able to make sound decisions based on experience and good judgement.
- Knowledge of property rating and valuation policies, procedures and relevant acts and regulations.
- Ability to deal effectively, diplomatically and confidentially with enquiries and concerns.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

### **CONDITIONS OF EMPLOYMENT**

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

**Tenure** This is a full-time, ongoing position.

**Pre-employment checks** All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.

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