

# POSITION DESCRIPTION



<b>Position Title</b>	Rates Officer	<b>Classification</b>	Band 4
<b>Directorate</b>	Corporate Services	<b>Department</b>	Finance
<b>Direct Reports</b>	Nil	<b>Date</b>	June 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

Accountable for the accurate maintenance of Council's property ownership records, preparation of Land Information Certificates, and administration of Municipal Rates Concession applications. Provides comprehensive support to the Customer Support and Rating Services teams.

## KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

### Customer Service

- Respond to customer inquiries received via phone, electronically, and in person.

### Property Ownership

- Maintain all changes in property ownership records and changes of address in council's property system.
- Maintain and update ratepayer details in council's property system from customer requests and return to sender notifications.

### Property Records, Levies and Charges

- Process and update levy changes for Waste Management.
- Support the Property Rating Officer in property creations and update property identification details (e.g., title and parcel particulars).

### Land Information Certificates

- Prepare Land Information Certificates.

### Municipal Rates Concession

- Receive, check and process Municipal Rates Concession applications.
- Maintain pensioner details in council's property system.

- Follow up queries as a result of the annual municipal rate concession verification process.

### **Payment Plans**

- Discuss and process Payment Plans received by ratepayers.
- Support the Rates Officer (Recoveries) in review of existing Payment Plans.

### **General Revenue Administration**

- Monitor council's Customer Relationship Management System (CRMS) and ensure all requests are actioned in a timely manner.
- Process refunds in council's finance system.
- Process daily receipting for rate payments as required (e.g., Centrelink).
- Respond to customer enquiries regarding valuations, and process external forms for Solar Rebate Vic.
- Provide customer assistance including specialist rating advice and problem solving.
- Assist with the day-to-day rating duties and support the Property Rating Officer, Rates Officer (Recoveries), and the Rates Specialist, as directed by the Coordinator Rating Services.

### **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.

### **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**

- Works under general supervision within established procedures, policies and work practices.
- Freedom to act is limited by defined standards, procedures and position objectives.
- Exercises discretion in the application of established guidelines; non-routine or complex matters are referred to a supervisor.
- Makes routine operational decisions within clearly defined parameters and delegated authority.
- Decisions and actions are subject to review and guidance by a more senior officer.
- Accountable for the accuracy, quality and timeliness of own work outputs.
- Operates in accordance with legislative requirements and Council policies and procedures relevant to the role.
- Ensure the quality, accuracy and timeliness of maintaining property ownership records, issuing Land Information Certificates, processing Municipal Rates Concession applications, and other rating functions.

## **JUDGMENT AND DECISION MAKING**

- Objectives of the work are clearly defined, with established methods, systems and processes in place.
- Exercises judgement in responding to routine and moderately complex customer enquiries, selecting from a known range of options and applying established procedures, instructions and training.
- Demonstrates the ability to problem solve and liaise with internal and external stakeholders to achieve effective outcomes within defined parameters.
- Identifies issues requiring escalation and refers them appropriately in accordance with established guidelines.
- Guidance and advice are readily available to support effective decision-making.

## **SPECIALIST KNOWLEDGE AND SKILLS**

- Ability to learn and apply relevant Council services, policies, procedures and systems appropriate to the position
- Demonstrated ability to provide quality customer service in a busy service delivery environment, delivering services in a positive, professional and efficient manner to internal and external customers.
- Sound administrative skills, with strong attention to accuracy, detail, compliance and record-keeping requirements.
- Ability to communicate clearly and effectively through a range of channels, including phone, face-to-face, online and email correspondence, and to explain processes, requirements and information in plain language.
- Knowledge of customer tracking systems and corporate databases relevant to the role.
- Demonstrated experience in undertaking routine financial and transactional tasks where required, including end-of-day processes involving cash, cheque, EFT and other payment methods, in accordance with established procedures.
- Understanding of the department's objectives and the role's contribution to team outcomes and Council service delivery.
- Intermediate skills in Microsoft Office products. Some previous experience in Microsoft SharePoint, TechnologyOne Financials, OpenOffice CRM, and OpenOffice Property.Gov Property and Rating System would be advantageous.
- General understanding of the role's contribution to team outcomes and Council service delivery
- Demonstrated understanding of Child Safe Standards and the procedures for identifying and reporting concerns relating to the safety and wellbeing of children and young people.

## **INTERPERSONAL SKILLS**

- Well-developed verbal and written communication skills, with the ability to convey information clearly and accurately to achieve customer and organisational objectives.
- Demonstrated ability to interact professionally and respectfully with a diverse range of internal and external stakeholders.
- Ability to provide quality customer service to a diverse customer base, including responding to routine enquiries and referring more complex matters appropriately
- Ability to work collaboratively in a busy team environment, contributing positively to team outcomes and fostering constructive workplace relationships.
- Demonstrated ability to gain cooperation and assistance from colleagues across different service units through effective communication and collaboration.
- Skills in written communication to prepare routine correspondence, records and reports as required.
- Maintains appropriate levels of confidentiality and professionalism in accordance with Council policies and requirements.

## MANAGEMENT SKILLS

- Ability to organise and prioritise own workload to meet deadlines, service expectations and set objectives under general supervision.
- Applies problem-solving skills to routine operational issues within established guidelines, procedures and work practices.
- Demonstrated organisational and administrative skills, including the ability to manage multiple tasks in a busy work environment.
- Ability to prepare routine correspondence, records and reports in clear, plain English.
- Contributes to minor improvements in work processes by identifying routine operational issues and providing feedback to supervisors.

## QUALIFICATIONS AND EXPERIENCE

- Demonstrated experience in a customer service, administrative or operational support role.
- Experience working with computer-based systems relevant to the position.
- Experience operating within a structured, process-driven environment.
- Demonstrated ability to apply problem-solving techniques to routine situations within established guidelines.
- Experience in the day-to-day rating function.
- Relevant Certificate III or IV qualification desirable but not mandatory, or equivalent experience.
- A current Victorian Driver Licence, where required by the position.

## KEY SELECTION CRITERIA

- Demonstrated customer service experience in a busy administrative or service delivery environment.
- Ability to use computer systems and standard office applications to process requests and manage information.
- Strong organisational skills with the ability to prioritise and manage multiple tasks to deadlines.
- Good verbal and written communication skills, including the ability to explain information clearly.
- Ability to work effectively as part of a team and contribute positively to workplace outcomes
- Sound judgement and problem-solving skills applied to routine matters within established procedures.
- Sound accuracy, attention to detail and commitment to quality service

## 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/part 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.