



Position Description – Rates Coordinator

Division	Corporate Services
Portfolio	Financial Services
Business Unit	Financial Services
Level	6
Reports To	Manager Financial Services
Prescribed Position	No

Position Objective

Lead the Rating Services Team to deliver accurate, compliant and customer-focused rates administration, while strengthening team capability, service quality and continuous improvement. The role maintains effective working relationships across the organisation and supports improvement in rating systems, processes and communications.

The role oversees rating data integrity, rates notices and related customer communications, and supports the assessment of rebates, remissions and relief in accordance with statutory requirements and internal policies.

Key Responsibilities

- Lead, coach and support the Rating Services Team to deliver accurate, timely and customer-focused services, including clear work planning, feedback, cross-skilling capability development and identification of individual development opportunities.
- Foster an accountable, collaborative and improvement-focused culture that supports service excellence and team capability.
- Maintain the accuracy and integrity of Council's rating information database and supporting records for billing, reporting, customer service and decision making.
- Coordinate the preparation, quality assurance and distribution of rates notices, instalment notices and related customer communications.
- Ensure rating activities comply with regulations, delegations, Council policy and internal procedures, including effective controls and record keeping.
- Review rating systems, processes, controls and communications to identify and implement improvements that strengthen accuracy, efficiency and customer experience, working with internal teams.

- Support the implementation and administration of rating policy and procedures (including scenario modelling), noting policy ownership rests with the Manager Financial Services.
- Assess discretionary rebate and other relief applications and prepare consistent, transparent recommendations for approval in accordance with legislation, policy and equity principles.
- Coordinate responses to customer enquiries relating to rates, valuations, property information, rebates and payment options, escalating complex matters where appropriate.
- Build effective relationships with internal business units, government agencies, service providers and other councils to support responsive and consistent service delivery.
- Support organisational understanding of rates administration and related processes by providing advice, training and guidance to internal stakeholders as required.
- Coordinate the development and implementation of rates communications that improve community understanding and awareness, in consultation with the Manager Financial Services.
- Provide information and support for internal and external audits as required.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for being actively involved in the identification and management of the day-to-day risks of their activities and projects.
- Take reasonable care for your own and others' health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Ability to lead, coach and develop a customer-facing operational team.
- Strong planning, prioritisation and workload coordination skills.
- Sound judgement and problem-solving skills within legislative, policy and delegation frameworks.
- Strong communication skills, including the ability to explain rating matters clearly to customers, staff and other stakeholders.
- Commitment to customer service, fairness, consistency and ratepayer equity.
- High attention to detail, numerical accuracy and data integrity.

- Ability to review current processes and lead improvements that strengthen efficiency, control and service quality, including through collaboration with internal teams.
- Ability to build effective internal and external working relationships.

Knowledge

- Sound knowledge of rating administration, rating processes and property-based revenue systems.
- Working knowledge of the Local Government Act 1999 and associated rating regulations, or the ability to quickly acquire it.
- Understanding of internal controls, delegations, records management and quality assurance in a revenue environment.
- Knowledge of customer service systems, administrative practices and relevant corporate systems.
- Knowledge of child safe responsibilities.

Experience

- Significant experience in rates, revenue, customer finance or a comparable local government environment.
- Experience leading or coordinating staff, including work allocation, coaching and performance feedback.
- Experience managing customer-facing processes and resolving complex enquiries fairly and professionally.
- Experience maintaining data integrity, applying controls, reviewing current processes and delivering system or process improvements.
- Experience using property, rating, finance, customer request or document management systems.

Qualifications & Requirements

Tertiary qualifications in Business/Accounting or related field

Desirable