



## POSITION DESCRIPTION & RECRUITMENT INFORMATION

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### PART A – POSITION DESCRIPTION

#### Position Details

**Position Title:** Finance & Corporate Services –Revenue Officer

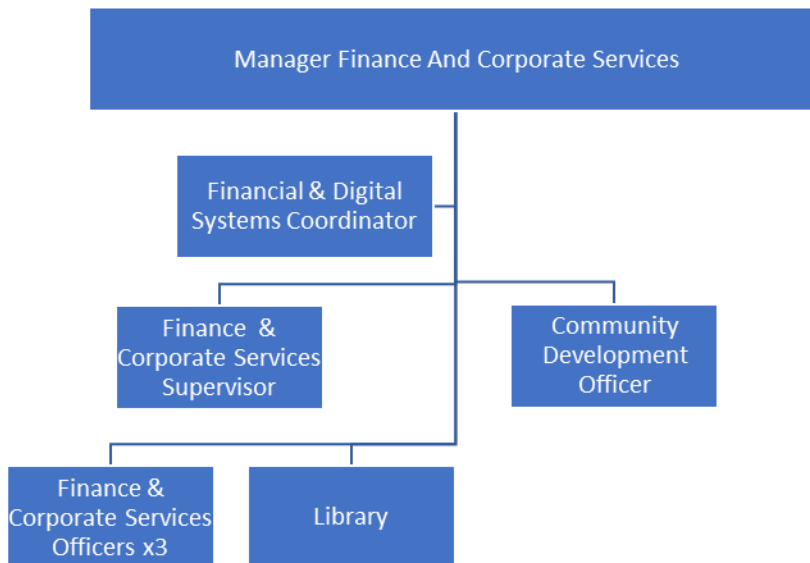
**Directorate / Section:** Finance & Corporate Services

**Classification / Award:** Level 3 – Local Government Interim Award 2021 (Industrial Agreement)

**Employment Status:** Full-time

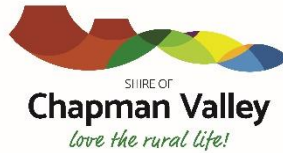
**Hours:** 76 hours per fortnight

**Reports To:** Manager Finance & Corporate Services



#### Position Purpose

To support the effective, accurate and compliant management of the Shire’s revenue streams, including rates, interim rates, debtors and statutory charges, while delivering a professional and customer-focused service to ratepayers and stakeholders.



## Key Responsibilities

- Administer the levy, billing and collection of rates and service charges in accordance with legislation and Shire policies.
- Maintain accurate rate records including valuations, land changes, interim rates and pensioner concessions.
- Manage the debtors subsidiary ledger including invoicing, receipting and debt recovery processes.
- Process land transactions, subdivisions, ownership changes and valuation adjustments.
- Provide advice and assistance to ratepayers on rating matters.
- Support financial reporting through accurate reconciliations and data integrity.

## Authority and Accountability

The position operates under the general direction of the Manager Finance & Corporate Services and is required to exercise judgement within established policies, procedures and guidelines.

## Organisational Relationships

Internal: All Shire staff

External: Ratepayers, contractors, government agencies and the general public

## Skills, Knowledge and Experience

Skills:

- Sound customer service and interpersonal skills for internal & external customers
- Sound time management and organisation skills
- Sound numeracy and excel skills for reconciliations
- Ability to work effectively as part of a small team

Knowledge:

- Developing knowledge of local government functions and systems
- Developing knowledge of rates procedures, functions and legislation and confidentiality requirements
- Working knowledge of Microsoft Office & PDF Editing Software and products

Experience:

- Previous experience in a Local Government rating and/or finance and administration environment and finance principles.

## Qualifications and Licences

Current WA "C" Class Driver's Licence (essential)



Relevant finance or local government qualification (Minimum completion Year 12 with passes in English and Mathematics)

## Behavioural Standards

Employees are required to always demonstrate the Shire's Behavioural Standards:

- **Respect:** Treat everyone kindly – listen & ask questions with interest, show appreciation and ensure others feel safe and valued
- **Honesty & Integrity:** Do the right thing – be open and honest, straight up and ensure what we do matches our words.
- **Accountability:** Hold self and others to account – do what we say we'll do, learn from feedback and try to do a better job.
- **Communication:** Speak up and keep things clear, share information early and be open to a constructive chat.
- **Teamwork:** Work as one team for better outcomes, being flexible and supporting others to deliver what is best for the Shire.

## Work Health & Safety

Comply with all Occupational Safety & Health and Risk Management responsibilities, including following safe work practices, reporting hazards and incidents, and contributing to a safe and respectful workplace.

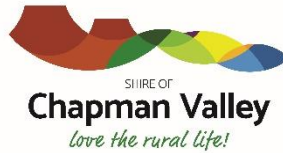
## Key Duties

### 1. Rates

- Levying and collection of Rates and services charges in a timely and efficient manner in accordance with legislation.
- Maintain the Rate book and rates subsidiary ledger to reconciliation monthly, ensuring accurate and timely processing of all rates notices.
- Process pensioner applications and rebate claims, including annual deferred pensioner claim.
- Process land transfers, sub-divisions and interim rates.
- Process all interim valuation requests and produce rolling reconciliation of interim values for review by senior officer monthly.

### 2. Accounts Receivable

- Maintain Debtors subsidiary ledger ensuring accurate and timely processing of all invoices.



- Carry out debt recovery processes.
- Download bank statement daily and process backend receipts.

### **3. Regulatory Services**

- Provide administrative support to Regulatory Services by processing building permit applications within the Shire's systems.
- Raise and manage invoices for building permit fees and charges to ensure accurate and timely revenue collection.
- Process Police Vehicle Licensing and firearms transactions in accordance with relevant requirements (where applicable).
- Assist with maintenance of other registers as required (e.g. swimming pools) under direction of the Manager Finance and Corporate Services.

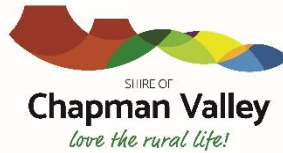
### **4. Team Support and Other Duties**

- Provide backup and support to other Finance & Corporate Services team members during peak periods, leave or as directed.
- Participate in training to develop skills and knowledge relevant to the role, including customer service, records, finance and systems.
- Undertake any other duties consistent with the level of the position, as required by the Manager Finance and Corporate Services.

## **Selection Criteria**

### **Essential:**

- Developed communication and interpersonal skills with the ability to maintain effective relationships with Council, management, the community and staff.
- Minimum of two (2) years' experience in a customer service administration position with an understanding of the workings of Local Government.
- Developed ability to model the Shire's Behavioural Standards in day-to-day work and interactions including Respect, Honesty & Integrity, Accountability, Communication and Teamwork.



**Desirable:**

- No formal qualifications required; studying towards an appropriate Certificate III (e.g. Business, Customer Engagement, Local Government) is desirable
- Developed knowledge of information technology and record keeping systems.
- Hold a current "C" class Motor Driver's License.

## **Pre-Employment Requirements**

To be considered for a position with the Shire of Chapman Valley applicants must be able to satisfy the pre-requisites:

- Complete 100 Point identification check
- Satisfactory National Police Clearance
- Hold the appropriate rights to work in Australia
- Pre-placement health assessment (including drug & alcohol screening)
- Proof of current WA 'C' Class Driver's License
- Proof of relevant qualifications (if applicable)