

# Whitehorse City Council

## Position description

|                                                     |                                                                    |
|-----------------------------------------------------|--------------------------------------------------------------------|
| <b>Position title:</b> Rates Administrative Officer |                                                                    |
| <b>Classification:</b> Band level 4                 | <b>Effective Date:</b> August 2026                                 |
| <b>Reports to:</b> Coordinator Revenue & Rates      | <b>Tenure:</b> Permanent Part time – 3 days per week total 22.8hrs |

### About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



### CREATE - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

| Collaboration                                                     | Respect                                       | Excellence                         | Accountability                                             | Trust                                                      |
|-------------------------------------------------------------------|-----------------------------------------------|------------------------------------|------------------------------------------------------------|------------------------------------------------------------|
| We work flexibly together to achieve outcomes and solve problems. | We actively listen, value diversity and care. | We adapt, respond, learn and grow. | We take responsibility and follow through on our promises. | We act with integrity and are empowered to make decisions. |

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.



## Goal Statement

This position is responsible for providing an accurate, efficient and effective rating service to customers of the Council ensuring all issues are addressed in a professional, confidential, timely and accurate manner.

## Key Responsibilities

### Position Specific Responsibilities

- Process daily requests including Notices of Sale (acquisitions and dispositions), Pension Rebate applications, change of Name and Address (NAR), returned rate notices, Land Information Certificates (LIC) and other tasks as instructed.
- Attend to customer enquiries and provide rating, property and payment information in accordance with internal procedures and policies and government legislation.
- Process changes to waste service charge rate types as requested.
- Calculate and apply interest to LIC's as required.
- Maintain ratepayer and property records to ensure data integrity.
- Liaise with solicitors, conveyancers and other external customers.
- Assist with the Direct Debit payment process for rates and charges.
- Assist with the Supplementary Valuation process.
- Investigate rates overpayments and prepare refunds.
- Prepare and issue standard correspondence including duplicate Rate Notices.
- Assist with the preparation and maintenance of work procedure documents.
- Assist with the collection of all rates and charges.
- Assist with purchasing requirements.
- Produce statistics and reports as requested.
- Perform Pension Verification checks to ensure data integrity.
- Perform checking of Voters' Lists to maintain records and enable accurate voters' Rolls to be produced.
- Provide assistance and guidance to internal customers.
- Provide a range of services to ensure operations of the Rates Department are undertaken in an efficient and effective manner.

### Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.



## Accountability and Extent of Authority

**Budget:** Nil

**Staff responsibility:** Nil

## Judgement and Decision Making

- The position is accountable for the successful achievement of the requirements of the position and completing tasks in accordance with departmental standards.
- The outcomes of this position are well defined by Property and Rates regulations of the *Local Government Act, Privacy Act*, organisation policies, procedures and regular supervision. The officer is required to make decisions to successfully complete the key responsibilities.

## Specialist Knowledge and Skills

**Licences and Experience:**

- Experience with Pathway UX rating database or similar desirable.
- Customer service experience essential.
- Ability to prioritise tasks and to effectively manage workload.
- Ability to deescalate confrontational customer interactions to reach desirable outcomes.

**Technology:**

- Proficient in use of Microsoft Office applications.
- Proficient in use of Council's rating system and document management system.
- Proficient in use of Council's third party provider's portals.
- Proficient in use of Council's telephony system including experience with calling queues.

## Qualifications and Experience

**Qualifications/ Certificates:**

- Experience within a Council's rating or revenue environment and maintenance of large property databases.
- Demonstrated attention to detail to ensure accuracy of record management and other related information.
- Proven ability to comprehend and execute procedures and practices.
- Proven ability in efficient time management.

## Interpersonal Skills

- Ability to plan and prioritise work to ensure all tasks are kept up to date.



- Ability to gain co-operation and assistance from internal and external customers in the administration of rating issues.
- Requires effective verbal and written communication skills.
- Ability to work in a team environment.
- Demonstrate reliability, initiative, flexibility and creativity.
- Demonstrate commitment to equal opportunity and occupational health and safety.
- Ability to effectively deal with customers displaying difficult or challenging behaviours, and conflict situations.

**Key Relationships:**

- The position will liaise with staff and management in Council departments across the organisation.
- The rates team has integral relationships with customer service, sustainability, property and finance teams.
- The position is required to maintain professional relationships with ratepayers, residents, solicitors and other legal representatives, Debt Recovery Agents, Real Estate Agents, Government departments, other Municipalities, Special Interest Groups and Software suppliers.

**Application Requirements**

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.

**Key Selection Criteria**

1. Experience within a Council's rating or revenue environment and maintenance of large property databases.
2. Demonstrated attention to detail to ensure accuracy of record management and other related information.
3. Ability to plan and prioritise work to ensure all daily tasks are kept up to date.
4. Demonstrated well developed communication skills, both verbally and written.
5. Ability to work in a team environment.



## Physical Requirements

| Physical Functional Demand                                                                                                | Specific Physical Job Tasks                                             | Frequency/Duration of performance of task per day | Comments |
|---------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|---------------------------------------------------|----------|
| <b>Kneeling/Squatting</b><br>Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels. |                                                                         | Rarely                                            |          |
| <b>Hand/Arm Movement</b><br>Tasks involve use of hand/arms                                                                | Computer use                                                            | Frequently                                        |          |
| <b>Bending/Twisting</b><br>Tasks involve forward or backward bending or twisting at the waist.                            |                                                                         | Rarely                                            |          |
| <b>Standing</b><br>Tasks involve standing in an upright position                                                          |                                                                         | Rarely                                            |          |
| <b>Reaching</b><br>Tasks involve reaching above head, and above and equal to shoulder height                              |                                                                         | Rarely                                            |          |
| <b>Walking</b><br>Tasks involve walking on slopes and walking whilst pushing/pulling objects                              | Walking to meetings                                                     | Sometimes                                         |          |
| <b>Lifting/Carrying</b><br>Tasks involve raising, lowering and moving objects from one level position to another          |                                                                         | Rarely                                            |          |
| Physical Functional Demand                                                                                                | Specific Physical Job Tasks                                             | Frequency/Duration of performance of task per day | Comments |
| <b>Pushing/Pulling</b><br>Tasks involve pushing/pulling away, from and towards the body                                   |                                                                         | Rarely                                            |          |
| <b>Keyboard Duties</b><br>Tasks involve sitting at workstation and using computer                                         | Writing and editing                                                     | Frequently                                        |          |
| <b>Satisfactory Vision</b><br>Standard of vision required equal to that required for driver's licence                     | Standard of vision required equal to that required for driver's licence | Frequently                                        |          |

**Any other relevant comments:**