



POSITION TITLE	Finance Officer (Rates Administration)
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 5
DIRECTORATE	Finance and Systems
BUSINESS UNIT	Finance
REPORTS TO	Team Leader Financial Accounting
SUPERVISES	Nil
EMPLOYMENT STATUS	Part Time
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

This position will have shared responsibility within the Finance Team with particular focus on ensuring the efficient collection of all monies due to council, and the accurate maintenance of council’s property, rating and valuation data.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

Key Accountabilities and Extent of Authority

- Provide support to the Revenue Administrator to provide accurate, effective and efficient support for the administration of the rating and property functions;
- Provide administration support to the finance team as required;

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

Duties

Provide administrative support to the Revenue Administrator in the following areas:

Municipal Rating

- Research relevant legislation, policies and procedures and respond to all rate and property related requests in a timely manner.
- Assist in the production of annual rate notices, instalment, supplementary rate notices and electronic notices.
- Review and formerly respond to rate related payment arrangements requests ensuring they are within council's guidelines.
- Investigate changes of address and return mail for ratepayers and update the council's rate database.
- Assist with the maintenance of rate ledgers and valuation controls and the balancing of same after processing of supplementary valuations and valuation objections
- Reconcile rates and charges raised and rate debtors monthly, including the processing of monthly bin charges.
- Process the quarterly and monthly rates direct debit processing and administration and follow up any rejected transactions.
- Maintain Council's eNotices portal.
- Assist with the reconciliation and submission of reports for quarterly payments of collection of Fire Service Property Levy monies received.

Valuations

- Liaise with council's commercial collection agency regarding unpaid rates and charges.
- Liaise with valuer, other council internal departments regarding the revaluation and supplementary valuations processes.
- Liaise with contract valuers and owners with ratepayer objections.

Property data

- Preparation of rating and valuation summaries, including rate modelling, to project income for estimates and budgetary purposes.
- Provide administrative support to Revenue staff and Council's property information officer for maintenance of property, parcel, plan, transfers and rate processes resulting from new streets, subdivisions, sales and supplementary valuations.
- Support Finance Officer (Rates and Revenue) with property/person/rate record changes, resulting from sale and transfer of properties.
- Support Finance Officer (Rates and Revenue) with the preparation of Land Information Certificates (LIC's).

Administration

- Provide general administrative support the finance team as requested by Manager Finance.
- Act for the Revenue Administrator in their absence to ensure efficient functioning of the team.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	<p>Talk straight – Say what you mean and mean what you say</p> <p>Create transparency – Do not withhold information unnecessarily or inappropriately</p> <p>Right wrongs</p> <p>Practice accountability – Take responsibility for results without excuses</p> <p>Extend trust – Show a willingness to trust others, even when it involves a measure of risk</p>
Respect	<p>Treat other people with courtesy, politeness and kindness, no matter what their position or opinion</p> <p>Listen first – Seek to understand others before trying to diagnose, influence or prescribe</p>
Integrity	<p>Tell the truth in an appropriate and helpful manner that does not compromise the organisation’s objectives and values</p> <p>Keep confidences</p> <p>Do what you say you will do to the best of your ability</p> <p>Be open about mistakes</p> <p>Speak of those that are absent only in a positive way</p>
Learning	<p>Work together and learn from each other</p> <p>Continuously improve and innovate</p> <p>Be open to change</p> <p>There is a high degree of responsibility for results – delivery without excuses</p>

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Be organised and prioritise daily and weekly activities.
- Determine appropriate action, perform tasks according to established practices and procedures and escalate issues appropriately.
- Ability to use judgement to make decisions on specialised work using methods, procedures and processes developed from theory or precedent, and improve and develop methods and techniques. Resolve problems by using judgement to apply developed techniques to new situations.

SPECIALIST KNOWLEDGE AND SKILLS

- Knowledge of local government law relating to rating and its application;
- Knowledge of Local Government rating & valuation procedures, and ability to impart this knowledge to

customers.

- Knowledge of Pathway applications relating to name and address, property, rating, receipting (desirable);
- Knowledge of Finance One system, including the ability to perform administrative functions and produce reports, and an understanding of the relationship between transactions from Pathway to Finance One systems.
- Well-developed analysis and problem solving skills.
- Knowledge of the duties of the Revenue Administrator role with the ability to support where required
- Ability to work as a member of a team to meet organisational requirements.

MANAGEMENT SKILLS

- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.
- Ability to manage own time, set priorities and plan and organize one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures; and
- Ability to assist other employees by providing guidance, advice and training on routine technical, procedural or administrative matters.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).
- Advanced verbal communication skills to communicate with clients, members of the public, and other employees, and enable the resolution of moderately complex problems;
- Developed written communication skills to communicate with clients, members of the public, and other employees, and enable the writing of reports in field of expertise and the preparation of external correspondence;
- Ability to gain cooperation and assistance from clients, the public and other employees in the administration of well defined activities; and
- Ability to liaise with counterparts in other organizations to discuss specialist matters, and with other employees outside work unit to resolve intra-organisational problems.

INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organization

relevant to the position.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Previous experience in the finance discipline including general finance, accounts payable, accounts receivable, and the collection of monies.
- Advanced and current experience in the use of spreadsheets, word processing & databases.
- Experience in rating and/or collection procedures; and
- Experience in the use of the Pathway computer system and the Exponare GIS product (desirable).

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.		PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.		MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	
		SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.			

Customer Service and Communication

Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow
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Build and Enhance Relationships

Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required
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Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude
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Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required

People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements

Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care

Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

ATTACHMENT 2

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Duties within the finance team	Processing of rating tasks and maintaining revenue control accounts.	<ul style="list-style-type: none"> Liaison with staff of all levels, providing advice and assistance Computer use Phone use Photocopier use Use of multiple computer systems Record management Report writing / production Data entry Data extraction 	Sitting				X
			Standing		X		
			Walking		X		
			Lifting < 10kgs	X			
			Carrying	X			
			Pushing	X			
			Pulling	X			
			Climbing	X			
			Bending		X		
			Twisting		X		
			Squatting	X			
			Kneeling	X			
			Reaching		X		
			Fine motor				X
			Neck postures				X
			Accepting instructions			X	
			Providing instructions			X	
			Sustained concentration				X
			Major decision making			X	
			Complex problem solving			X	
			Supervision of others		X		
			Interaction with others			X	
			Exposure to confrontation	X			
Respond to change			X				
Prioritisation				X			