



Position Description

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| Position Title | Administration Officer - Property, Rates and Reception |
| Position Incumbent | vacant |
| Position Number | |
| Business Unit | Corporate Services |
| Location | 71 High Street, Oatlands |
| Date | March 2023 |

CLASSIFICATION

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| Employment Status | Full Time |
| Award | Southern Midlands Council Enterprise Agreement |
| Stream / Level | Administrative / Clerical Stream (Level negotiable) |

POSITION OBJECTIVES

1. To function as an active and effective member of the Corporate Services team which contributes towards achieving a cost effective and efficient work unit.
2. To administer and maintain the overall Property and Rating system
3. Provide cashier and reception services
4. Provide general administrative support and accounting support as required

KEY RESPONSIBILITIES

Property and Rates

- Develop, plan and maintain the municipal property and rating system
- Process annual and supplementary rate payments
- Calculate interest penalties and discounts on rates
- Monitor and assist in the recovery of outstanding rates
- Administer debt recovery and debt collection processes, including but not limited to establishing payment arrangements and lodging legal proceedings, in accordance with relevant legislation, policies, processes and procedures.
- Coordinate the issuing of rates and rights certificates (s132)
- Maintain rate remissions, adjustments and arrears register
- Process and check pensioner remission applications
- Download external receipting files and ensure all property records are updated accordingly

Administration Officer

- Property, Rates and Reception

- Attend to rates enquiries including dealing with complaints and problem solving
- Prepare Monthly Reconciliation Reports for Rates and Charges

General Administration & Accounting Support

- Attend to reception and telephone enquiries as needed
- Perform reception and cashier duties as required
- Provide relief for other officers within Corporate Services as required
- Any other duties within the employee's skill, competence and training as directed by the Manager Corporate Services

ORGANISATIONAL RELATIONSHIPS

- Report to:** Manager Corporate Services
- Supervises:** Nil
- Internal Liaisons:** Council Managers, Councillors and other staff.
- External Liaisons:** General public and relevant external agencies.

MANAGEMENT & INTERPERSONAL SKILLS

Management Skills

- Ability to manage time, set priorities, plan and organise one's work, to meet set objectives both internal and external of the organisation.
- Good understanding of management practices and personnel practices related to workplace health and safety and processes in local government.
- Ability to identify problems and issues associated with the finance and administration functions and report them accordingly whilst suggesting ways in which such matters could be remedied.
- Ability to gain co-operation from all levels of staff.

Interpersonal Skills

- High level of written communication skills.
- High level of oral skills.
- Team oriented and customer service approach.
- Ability to liaise with officers from external bodies in the resolution of specialist matters.
- Ability to draft reports and prepare external and internal correspondence.

ACCOUNTABILITY & EXTENT OF AUTHORITY

- Accountable for creating and capturing accurate and complete records of the business activities related to this position.
- Responsible and accountable for the to the ability to identify problems and issues associated with the finance and administration functions and report them accordingly whilst suggesting ways in which such matters could be remedied.

Administration Officer

- Property, Rates and Reception

JUDGEMENT & DECISION MAKING

- Ability to positively represent Southern Midlands Council to government, business and other organisations.
- Ability to identify matters requiring the attention of the General Manager and the Council as necessary.

QUALIFICATIONS & EXPERIENCE

Essential

- Minimum of 3 years' experience in an administration or finance role
- Knowledge and experience in the application of the rates and billing process in a local government environment
- Advanced customer service skills.
- Sound communication and problem solving skills.
- Ability to contribute to planning of work and process improvement.
- Knowledge of principles and practices of budgeting and financial procedures.

Desirable

- Understanding of Local Government policies and procedures and an ability to quickly grasp Council policies and procedures.

SPECIALIST SKILLS & KNOWLEDGE (SELECTION CRITERIA)

- Sound literacy, numeric and communications skills.
- Good working knowledge of workplace health and safety standards.
- Good problem solving skills including demonstration of the effective use of initiative.
- Sound working knowledge and appropriate skills in the principles and practices of budgeting and financial procedures.
- Demonstrated ability to use various software and databases including MS Word, MS Excel and MS Outlook.
- Good organisational skills including the ability to plan tasks, gather resources, undertake tasks, meet deadlines and achieve performance objectives with minimum supervision.
- Ability to be flexible, responsive and to work in an environment of change.
- Demonstrated commitment to ongoing workplace learning.

PERFORMANCE STANDARDS

- All tasks performed are in accordance with the Council's Workplace Health & Safety Policy and approved work practices.
- All work undertaken is of a high standard in compliance with Council policies & procedures, established practices and performance measures;

Administration Officer

- Property, Rates and Reception

- Demonstrate good problem solving skills including using initiative with the ability to accept and carry out instructions;
- Provide support, maintain a cooperative and effective relationship to the other members of staff as well as service providers.
- Establish and maintain a good rapport with clients and members of the public.
- Represent Council in a professional and courteous manner at all times.
- Participate in training opportunities that may be provided.

JOB ENVIRONMENT

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| Hours of employment | 08.30am to 5.20pm with 30 minutes for lunch (9 day fortnight) |
| Leave entitlements | SMC Enterprise Agreement |

WORKING ENVIRONMENT

- **Workplace Health and Safety**

Southern Midlands Council is committed to high standards of performance in respect to workplace health and safety. All employees are expected to participate in maintaining safe working conditions and practices and to promote and uphold the principles of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

- **Workplace Health & Safety Act 2012 -s28. Duties of workers**

While at work, a worker must –

(a) take reasonable care for his or her own health and safety; and

(b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and

(c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and

(d) cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

- Smoking is not permitted in the workplace or Council vehicles.

Code of Conduct & Risk Management Policy and Procedures

Refer to the Induction Manual.

POSITION DESCRIPTION APPROVAL

Approved by: General Manager