

POSITION DESCRIPTION

REVENUE OFFICER



The City of Port Adelaide Enfield is:

“A City that values its diverse community and embraces change through innovation, resilience and community leadership”

Our culture is:

We value our constructive workplace culture that is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our community. We love the fun stuff and we’re prepared to do the tough stuff!

We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

The Position:

Position Number	3280
Department	Corporate Services
Section	Finance
Team	Property & Rating
Classification:	MOA 3
Stream:	General Officers
Reporting to	Team Leader – Property & Rating
Prescribed Position:	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>
Positions Reporting to it	Nil



 **ECONOMY** *A City of opportunity*

What it looks like	Indicator
<ul style="list-style-type: none"> • Prosperous • Connected • Growing 	gross regional product proportion who feel that they can easily access information and organisations number of local jobs

 **COMMUNITY** *A City that supports community wellbeing*

What it looks like	Indicator
<ul style="list-style-type: none"> • Healthy • Inclusive • Cohesive 	proportion who say they are healthy proportion who feel a part of their local community proportion who say they feel safe in their neighbourhood or community

 **ENVIRONMENT** *A City which cares for its natural environment and heritage*

What it looks like	Indicator
<ul style="list-style-type: none"> • Distinctive • Adaptable • Sustainable 	proportion who say the city's heritage is effectively managed city adaptability score proportion who say the city's natural environment is effectively protected

 **PLACE MAKING** *A City where people love to be*

What it looks like	Indicator
<ul style="list-style-type: none"> • Belonging • Accessible • Creative 	city net promoter score proportion who say they can easily access places and services across the city proportion who feel they had an opportunity to participate/experience local arts and cultural activities

 **LEADERSHIP** *A City confident in its leaders*

What it looks like	Indicator
<ul style="list-style-type: none"> • Strategic • Accountable • Engaged 	proportion who say council delivers value for the rate dollar proportion who are satisfied with council services proportion who say council is engaging with the people and relevant organisations and businesses

How does this Position contribute to our Community?

- Through the provision of customer focussed solutions this position delivers robust practices using the latest technology to constantly improve rating and revenue management systems.
- Rates represent Councils major revenue sources and effective, transparent and accountable approaches are essential for community confidence in Council.

What does the Position do?

The Revenue & Property Administration Officer supports a range of activities and functions to collect Councils rating income, undertakes street numbering and naming tasks, maintains the voters roll, name and address register and Council's assessment record.

Qualifications and Work Experience Needed

- Experience in Local Government with experience in property rating, voters roll, street naming and numbering, name and address register, valuation and assessment record maintenance being highly desirable.
- Experience in rating or property related industry.
- Experience in scoping and reviewing work practices and implementing process improvements.
- Post-Secondary Qualifications in Property/Information Management or related field would be an advantage.

Behavioural Competencies

- Effective communication - information sharing which is easily understood
- Problem solving - identify solutions for problems
- Self-motivated - self-driven enthusiasm and optimism to complete tasks
- Personal development - pursuit of knowledge and skills, seeking to improve oneself
- Personal leadership - take responsibility for self and maximise own potential
- Innovative - creative thinking, new ideas, processes or thinking
- Adaptability to change - open to new ideas and concepts within the working environment
- Decision making - ability to consider alternatives and determine an appropriate course of action
- Quality relationships - develop constructive work relationships through trust and effective interpersonal skills
- Coaching - helping others unlock their potential and maximise their performance
- Influencing - interpersonal communication skills encouraging opinion and feedback

Functional Competencies

- Customer orientation - actively seek input from all customers ensuring Department activities are customer driven
- Business Capability - advocate business excellence and constantly seeks opportunities to improve
- Goal achievement - set and deliver challenging and realistic goals aligned to Council objectives

Experience

- Experience in preparing correspondence, drafting reports, policies and procedures.
- Experience in the maintenance of a property rating database including maintaining assessment and valuation records, street numbering, street naming and voter roll activities in local government.
- Experience with office systems, procedures, rating databases (desirable) and related systems.
- Microsoft packages including Excel and Word.
- Recovering outstanding debts, including court recovery action.
- Experience in maintaining controls that ensure work practices are integral.
- Experience in scoping and reviewing work practices and implementing process improvements.
- Experience and/or understanding of Records Management Responsibilities and Practices within local government.

Knowledge

- Knowledge in the interpretation and application of Chapter 10 of Local Government Act 1999.
- Knowledge in the Local Government (General) Regulations 2013

Responsibilities

- Support the preparation and remittance of property searches.
- Prepare, document and maintain records of all proceedings and communication associated with the recovery of outstanding rates.
- Investigate and research any street naming and numbering requirements in line with Council Policy.
- Provide rebate data to assist with the preparation of the rebate budget.
- Support the assessment of rebate applications.
- Attend to the maintaining of correct ownership, property addresses and where appropriate, billing addresses.
- Responsible for the creation and capture of Corporate Records relating to this position.
- Assist in maintaining the property, name and address register and valuation databases.
- Provide accurate and timely information in response to rating, property and valuation enquiries.
- Assist in identifying and defining all Council's assessable properties.
- Assist with issuing rate notices, administer instalment and payment arrangements and attend to general administrative tasks relating to rating matters, including reporting and data analysis.
- Provide effective liaison, consultation and negotiation with ratepayers and other customers.
- Assist with staff training in maintaining the property, name and address register and valuation databases.
- Assist in the maintenance of Council's Electoral Roll, computerised land use information systems and the update and maintenance of the Council Zoning maps.
- Ensure compliance with the Code of Conduct, Council policies, procedures and guidelines.

Our WHS and Return to Work Responsibilities

CEO and Directors

- Strategic Leadership and direction of the implementation of the City of Port Adelaide Enfield's WHS Management System.
- Provide oversight and ensure resolution following investigation of high risk hazards and incidents within the Directorate of responsibility.
- Proactively promote and consider WHS management in operational functions and projects.
- Actively support Managers, Team Leaders and injured workers during return to work processes.
- Ensure programs are in place supporting the rehabilitation of injured workers and their safe return to work in accordance with the service standards set out in the Return to Work Act 2014.

Manager and Team Leaders

- Provide leadership in the implementation of the City of Port Adelaide Enfield's WHS Management System within their Team/Section.
- Investigate or coordinate the investigation of hazards and incidents within their Team/Section to identify reasonably practicable controls measures.
- Actively participate and encourage preventative WHS strategies, audits, team meeting discussions and training and support the WHS Committees as practicable.
- Assist in early return to work strategies and participate and support injured workers in return to work processes.

- Consider WHS in recommendations made to the Executive Leadership Team and Council.
- Report work related injuries to the Internal RTW Coordinator as soon as reasonably practicable.
- Assist injured workers in the RTW process.

All Staff

- Take reasonable care for their own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure his or her safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return to Work Act 2014.

Employee Signature: _____

Print Name: _____

Date: _____