

Central Darling Shire Council Position Description

Rates Officer

Our Council

Central Darling Shire is the largest Shire in NSW and yet has the smallest population. It covers an area about the size of the main island of Tasmania and yet has a population of less than 2,000 people. The Shire is extremely diverse with four main communities – Wilcannia, Menindee, Ivanhoe and White Cliffs. Each of these communities are different in their commerce, geography and Indigenous and other cultures.

The administration centre of the Shire is based in Wilcannia, which is situated on the Barrier Highway, approximately 198 kms east of Broken Hill, 470 kms north of Mildura and 260 kms west of Cobar.

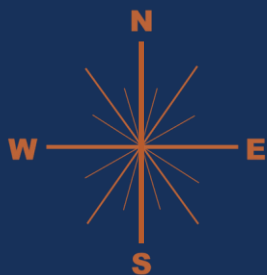
Our Values

Through a collaborative approach and strong commitment, the values that will support our mission and guide us in achieving our vision are:

- Energising leadership
- Customer service and contribution to community
- Innovation and continuous improvement
- Equal opportunity and caring for individuals
- Political harmony
- Teamwork
- Ethical behaviour

Our Benefits

- 9 day fortnight (FTE)
- Four (4) weeks annual leave per year (FTE)
- 15 days sick/personal leave per year (FTE)
- Superannuation
- Uniform Allowance
- Employee Assistance Program (EAP)
- Safety work wear and Personal Protective Equipment (PPE) for outdoor staff
- Access to learning and development opportunities



For more information, visit:

<https://www.centraldarling.nsw.gov.au>



Position Title	Rates Officer (Part-time)		
Department	Finance	Position Code	CDSC1119
Location	Wilcannia / Menindee / Ivanhoe		
Pay Grade	Pay Grade 7	Award Band	Band 3 Level 1
Position Status	Permanent	Standard Hours	35 hours per fortnight
Reporting to	Finance Manager		
Direct Supervision	Nil	Indirect Supervision	Nil
Position Delegations	Yes	Budget Responsibility	Yes
National Police Clearance:	Yes	Working with Children Check:	No
Approved by:	Finance Manager	Date Approved:	14 March 2025

The Position

The Rates Officer is responsible for undertaking a range of functions that contribute to the maintenance of Council's property database and for an effective rating service to Council and ratepayers undertaking various rates related activities.

Key Responsibilities

Within the area of responsibility, this role is required to:

- Maintain the integrity of Council records based on property valuation data
- Process applications and maintain council records as it relates to property valuations, property records, rate categorisation, rate exemptions and pensioner concessions.
- Generate rates, fines, interest and rate notices in accordance with legislation and Council's Rating Policy.
- Coordinate the recovery of overdue rates and charges in accordance with Council's Debt Recovery Policy.
- Manage hardship matters in accordance with Council's Economic Hardship Policy, including the Sale of Land proceedings
- Coordinate the manual meter reading process, investigate abnormal water usage and attend to the issue of quarterly accounts.
- Maintain metering and customer records-including within the Smart Meter and customer self-serve platform.
- Respond to ratepayers and other stakeholder enquiries and complaints including rating and land information system or water billing issues in accordance with approved organisational standards and legislative requirements.
- Assess rebate applications in line with legislation and report to management.
- Prepare reports and attend Council meetings as required.
- Processing requests for Section 603 Certificates and ensuring property transfers, general revaluations and supplementary land valuations are processed and reconciled accurately.
- Assist the Manager Finance in the modelling of rates, charges and water fees.
- Assist the Manager Finance in the preparation of Council business papers around rating, water billing and debt recovery activities.

Note: An employee may be directed to carry out any other duties, tasks or projects the employer may assign, having regard to the employee's skills, training and experience.

Key Challenges

- Prioritising tasks and managing workload within a high-volume work environment to meet required timeframes.
- Ensuring that revenue is collected in a timely manner and outstanding accounts are managed in accordance with community expectations, council policy and legislation.
- Maintenance of a strong customer focus in times of uncertainty and change.

Inherent Requirements

- Some out of hours work may be required on an ad hoc basis
- Satisfactory National Police Clearance
- Responsible for meeting the organisation wide accountabilities as attached.
- Ability to meet the Job Demands for the position as attached.

Essential Position Criteria

Qualifications / Experience / Accreditation / Certification

- Higher School Certificate level or its TAFE equivalent, or proven experience in a similar position.
- NSW Revenue Professionals Training or ability to complete within 12 months of commencement

Specialised Knowledge and Skills

- Demonstrated ability to interpret and apply of various legislation, policy and procedures as it relates to the delivery of rating services within local government.
- Comprehensive customer service and interpersonal skills then enables clear communication with people across all levels.
- High level written communication skills which enable the job holder to write detailed correspondence, reports and submissions that require original sentence, paragraph construction and wording.
- Conflict and problem solving skills that enables the job holder to resolve unusual customer enquiries or problems and is may also be responsible for identifying a resolution.
- Demonstrated ability to evaluate complex situations in consultation with other stakeholders, utilising investigation and adaptive thinking skills.
- Demonstrated computer skills, with a strong background in MS Office, records management and other business applications
- Demonstrated time management and forward-planning skills to ensure activities and resources are coordinated for day to day work.
- Demonstrated ability to problem solve by evaluating and analysing readily available information and using sound judgement skills to identify a solution in line with organisational policies and procedures.

Desirable Position Criteria

- Experience with the Practical / Civica Authority software
- Hold a valid Class C Driver's Licence (minimum)

Key working relationships

Who	Why
Internal	
Director/Manager	<ul style="list-style-type: none"> • Receive advice and report on progress towards business objectives and discuss future directions. • Provide expert advice and support and contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions.
Staff	<ul style="list-style-type: none"> • Role model expected behaviours and support team members in meeting the organisation's strategic direction and its desired workplace culture. • Provide effective communication and training, guidance, and support in the area of finance.
External	
Community	<ul style="list-style-type: none"> • Promote a positive image of Council when undertaking duties within the community.
Stakeholders, Ratepayers, Residents, Consultants, Auditors and Government Bodies	<ul style="list-style-type: none"> • Provide expert advice on a range of Rating related issues and strategies • Optimise communication and engagement to achieve defined outcomes • Manage expectations and resolve issues

I have read and understood the content of this Position Description, Job Demand Analysis and Organisation Wide Accountabilities, and undertake to meet the inherent requirements of the position.

I understand that this Position Description is designed to guide the responsibilities and activities to be undertaken in the position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Employee Name:

Signature:

Date:

Organisation Wide Accountabilities

Outlined in this document are a series of organisation wide accountabilities that are applicable to all employees, irrespective of position or location.

Council's Values

All employees are expected to uphold, promote and behave in a manner consistent with Council's values.

Code of Conduct / Fraud and Corruption

- To retain trust, confidence and support, it is expected that all employees be impartial and fair in their dealings with the community, customers, suppliers, general public and each other.
- All employees are required to adhere to and behave in a manner that is consistent with the requirements of the Council's Code of Conduct

Respectful Workplace Behaviours

All employees are expected to

- conduct themselves in a manner that is supportive and encouraging of one another.
- positively contribute to providing a safe, respectful and healthy work environment that is free from all forms of discrimination, harassment, sexual harassment and workplace bullying.

Work Health Safety

All employees are required to take reasonable care to protect their own health and safety, and the health and safety of others who may be affected by their actions or omissions at work.

In particular, all employees have a duty to:

- Comply with Council's WHS policies and procedures
- Work with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Report any potential hazards, incidents or injuries to their Supervisor or the Risk/WHS Officer within 48 hours
- Participate in any WHS consultation arrangements
- Comply with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- Correctly using all personal protective equipment
- Comply with emergency and evacuation procedures and site rules if applicable
- The General Manager, Managers and Supervisors have additional responsibilities as defined in the Central Darling Shire Council's Work Health and Safety Policy

Customer Service

All employees are expected to provide high level customer service in line with the Central Darling Shire Council's Customer Service Charter.

Sustainability

All employees are expected to give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision-making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.

Council's Policies and Procedures

All employees are expected to adhere to Council's Policies and Procedures at all times, including any other formal documents or instruments that impact on day-to-day operations of the position.

Records Management

All employees are expected to capture corporate documents in the electronic document management system as described in the Records Management Policy.

I have read and understood the content of this document and undertake to meet the organisation wide accountabilities.

Employee Name:

Position:

Signature:

Date: