



POSITION DESCRIPTION

Position:	Property and Rates Officer Full-Time (Authority Position No. 039)
Award Classification:	Band 6 (Victorian Local Authorities Award 2001)
Division:	Corporate Services
Department:	Financial Services
Reports to:	Coordinator Revenue Services
Approved By:	General Manager Corporate Services
Date Approved:	June 2025

Colac Otway Shire Council strives to be a values-based organisation. Our values were developed by our people. They guide our behaviours, our approach to our work and to each other.

Our Values

- We are *supportive, inclusive* and *respectful*
- We take a *positive* approach to our work
- We commit to *safe work* practices
- We are *accountable* and *proactive*
- We act with *integrity*
- We *communicate* effectively
- We are *flexible* and *progressive*

Position Objectives

To ensure that Council:

- Ensure all relevant documents and advice from stakeholders is processed in a timely manner and in accordance with established operational procedures.
- Provides timely and accurate execution of all rates and property services.



PART A	
Key Responsibilities	Expected Outcomes
Property Database maintenance • Ensure Notices of Acquisition/Disposal, changes of names/address etc. are processed in a timely manner. • Ensure parcel descriptions, title particulars, land area and other property related details are accurately maintained in Council rates database. • Maintain owners and occupiers' records for Electoral Roll purposes. • Update Rural Road Number addresses in database and ensure these result in GIS being updated. • Assist where required in the conduct of road naming/renaming procedures required by the State government's naming principles. • Provide input into the maintenance of Council's property and cadastral (mapping) databases when required. • Respond to telephone, Counter and correspondence queries as required	• Notices of Acquisition/Disposal to be processed within 3 days. • Particulars to be correctly recorded in corporate system • Allocate voter codes to owner records • Allocate new addresses as required • Rename/change road names as required • Liaise with GIS provider re departmental requirements • Respond to enquiries in timely manner • Update Property Database where required
Property Database Functions and Reports • Ensure the prompt raising of rates and charges, including Supplementary Rates and monthly interest charges. • Assist in preparation of annual, Instalment, Final and Supplementary valuation/rates notices. • Maintain e-notices register to facilitate electronic delivery of rates notices. • Preparation of annual Emergency Services Volunteer Fund (ESVF) Levy Return, Quarterly remittance of ESVF Levy payments and Annual Reconciliation return at end of year to State Revenue Office. • Ensure properties are correctly categorised for rating purposes in accordance with Council's rating structure. • Assist with Councils debt collection • Undertake and provide training in order to support other positions within the teams. • Maintain an understanding of legislation which impacts upon areas relating to revenue, voting procedures, etc. • Ensure reconciliation of sub-ledgers to the general ledger, performed on a regular basis as part of Month End Processes	• Rates & charges raised on Council's rates system by required date • Issue rates/instalment/final and other assorted notices by due dates • Promote Registration of electronic delivery of Rates Notices • Prepare Annual return, Quarterly payments, and Annual Reconciliation by required dates • Allocate properties to correct rating categories in Council's rates system • Provide assistance to ensure debt collection process is sustained • Liaise with Debt Collector to record process and timeframe • Undertake training as required • Remain Aware of current and proposed changes to legislative requirements • Monthly reconciliation prepared and signed off • Maintain Database integrity by processing Journals/ receipt reallocations and additional charges as required • Assist Coordinator with valuation tracking & monitoring with Valuer to ensure timeframes are upheld



PART A	
Key Responsibilities	Expected Outcomes
Preparation of Journals Preparation of journals for varying of rates and charges levied, waiving or addition of interest, waste management charges, pensioner concessions, municipal charges etc.	Accurate and timely preparation of records and reports.
Processing of Supplementary Valuations and Objections - Using Council's Valuation software (VM Online) to electronically refer Supplementary valuations to Council's valuer on a monthly basis. - Coordinating return of Supplementary valuations from the valuer. - Uploading supplementary valuation data from VM Online to Council property database (Civica Authority). - Liaise with Valuer General and State Revenue Office as required by legislation. - Prepare and send out Supplementary Valuation notices on a monthly basis. - Reconciliation of valuation data with rates data. - Compile and batch valuation objections within required timelines.	- Supplementary batches referred to Valuer on monthly basis - Regular contact is maintained with Valuer to ensure valuations are provided to Council in timely manner - Supplementary Notices are issued within expected timeframes - Objections are noted in Council system, Valuers and Objectors are regularly consulted about Objection Status
Other Duties - Perform other duties as directed within skills and abilities of a position at this level. - Provide input into Rate policy development and review	

PART B	
Classification Criteria	
Accountability and Extent of Authority - The primary responsibilities of this position are: - To contribute to the efficient and effective output of the area by providing direct support and assistance to more senior employees, in accordance with department procedures, specific guidelines, customer needs and nominated timeframes. - Advise feedback to Coordinator Revenue Services on Policy change and review	



PART B

Classification Criteria

- To make a positive contribution to the operation and success of the area as well as the department as a whole.
- To provide a high level of service to customers and perform necessary actions where required
- The position operates under the day-to-day supervision of the Co-ordinator Revenue Services.
- To provide guidance and mentoring to Rates staff
- To work in conjunction with the Coordinator Revenue Services to ensure valuation processes adhere to statutory requirements

Judgement and Decision Making

- The position involves the completion of tasks. The objectives are well defined with the incumbent able to make decisions on the methodology within the constraints of authorised practices.
- Specialised Industry knowledge and experience required to implement procedures
- Judgement and decisions made with consultation with Coordinator Revenue Services

Specialist Skills & Knowledge

- Proficient in the use of computerised rates systems and associated software applications.
- Accuracy with figures including knowledge of basic mathematical formulas.
- Basic - Intermediate computer based financial modelling skills
- High level of knowledge of all aspects of a municipal rating system and relevant legislation
- Knowledge of Rates and Debtors' computer based systems (particularly Civica's Authority) and their operations
- Thorough understanding of Councils statutory requirements in regard to revaluation and supplementary valuation processes as required under the Valuation of Land Act
- Attention to detail.
- A general knowledge of the principles and practices of Local Government.
- Ability to understand and interpret Plans of Subdivision etc

Management Skills

- Efficient and effective planning and use of own time and others in the setting of priorities to achieve specific and set objectives within set frames.
- Ability to anticipate potential issues and implement solutions to ensure deadlines are met.

Interpersonal Skills

- Oral communication skills of an order sufficient to communicate clearly and effectively with staff and clients to assist with enquiries and pass on information and instructions.
- Written communication skills of an order sufficient to effectively prepare draft reports and correspondence on matters relating to field of expertise.
- Ability to effectively handle difficult customers



PART B

Classification Criteria

- Ability to liaise and collaborate with clients and relevant business partners to achieve a defined task which results in a positive outcome.
- Capability to communicate with external stakeholders and business partners to collaborate effectively to realise results

Qualifications and Experience

- Substantial experience in a Rates Office of a Local Government Authority, or relevant equivalent role.
- Well-developed computer skills in the use of Microsoft applications.
- Current Victorian Drivers Licence.

PART C

Standard Organisational Responsibilities

Customer Service

- Promote and enforce Council's policy of excellence in customer service;
- Provide appropriate customer services to our customers in a prompt and engaging manner via social media or web updates;
- Maintain the highest ethical standards and confidentiality in dealing with data, our customers and each other.

Occupational Health & Safety/Risk Management

- Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts or omissions at the workplace;
- Co-operate with your employer with respect to any action taken by the employer to comply with any requirement imposed by or under the Health & Safety Acts, Regulations and Codes of Practice;
- Work within Occupational Health & Safety Acts, Regulations and Codes of Practice;
- Ensure Council's Risk Management Policy & Procedures are observed and complied with.
- Enforce Council's OH&S and Risk procedures with contractors and consultants.

Human Resources

- Identify training and development needs through Appraisal System for yourself and any staff you directly supervise, and participate in corporate training;
- Ensure adherence to Council Code of Conduct, Equal Employment Opportunity, Privacy procedures and other policies and programs;
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.



PART C

Standard Organisational Responsibilities

Information Management

- Ensure accurate and prompt registration of all customer requests within the request system, action and respond to assigned requests within a prescribed timeframe and according to Colac Otway Shire Performance Standards;
- Ensure effective use of relevant application software systems (appropriate level of training provided).
- Make and keep accurate and complete records of business activities, including email.
- Ensure the quality and accuracy of data used or enter into Content Manager.
- Understand records management obligations and responsibilities.
- Create records proactively, even those that would not otherwise be created from activities such as telephone conversations, verbal decisions, meetings, conferences etc.

Organisational Development & Business Improvement

- Promote Council Values and participate in ongoing business improvement initiatives to continuously improve Council's systems and processes.
- Actively contribute ideas and suggestions which promotes a culture of innovative thinking.
- Participate in the development and monitoring of Unit Business Plan objectives as appropriate.
- Participate in the Employee Alignment and Engagement Survey as requested.
- Comply with the Colac Otway Shire Customer Performance Standards.

Emergency Management / Business Continuity

- As part of the duties associated with this position, the incumbent may be requested to assist Colac Otway Shire Council in responding to a crisis situation, should one arise, affecting the operation of Council and/or the wellbeing of the community.
- This may involve temporarily working in a different work location within the Shire undertaking different tasks. Priorities of Council will shift during a crisis event, and as such, Officers may find themselves engaged in work activities that differ from the key responsibility areas that are outlined in their Position Descriptions.
- Staff will not be seconded into roles that are beyond their existing skill sets.

Child Safety

- Ensure a child safe environment and contribute to a culture of child safety by fulfilling the responsibilities and requirements of Council's Child Safe Policy and procedures.
- Promote the cultural safety, participation and empowerment of children including Aboriginal, culturally and/or linguistically diverse children, and children with a disability.
- Respond promptly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian in accordance with Council's Child Safe policy.



Key Selection Criteria

- Experience in undertaking the rates and property processes, preferably in Civica Authority and VM Online.
- Interpersonal and written communication skills, including the ability to develop written reports (financial and non-financial).
- Demonstrated understanding and experience in implementing the relevant legislation, standards and guidelines that apply to rating and revenue accounting.
- Knowledge of the principles and practices of rating within Local Government.
- Demonstrated conflict resolution and assertiveness skills.
- Demonstrated time management skills including the ability to use initiative and judgement to reach desired outcomes.
- Demonstrated effective analytical, problem solving and investigative skills.

Employee and Employer Agreement

We agree that the above is an accurate reflection of the duties and responsibilities of the position.

Name
Employee

Signature and Date

Name
Direct Supervisor

Signature and Date