POSITION DESCRIPTION

RATES SUPPORT OFFICER – P2027

DIRECTORATE	Finance and Governance	BUSINESS UNIT	Finance
REPORT TO	Senior Rates Officer	DIRECT REPORTS	Nil
CONDITIONS	City of Palmerston Enterprise Agreement 2025	LEVEL	Three
EMPLOYMENT TYPE	Full-time (38 hours), reasonable additional hours as required	DURATION	Ongoing

THIS POSITION'S COMMITMENT TO THE COMMUNITY

City of Palmerston's vision is to create *'A Place for People'*, where we focus on our strengths to ensure our city thrives into the future.

Our community is at the centre of everything we do. In achieving this we contribute to the vision where:

- Palmerston is a welcoming vibrant family city that fosters diversity and unity,
- In Palmerston, everyone belongs; and
- In Palmerston, everyone feels safe.

Our vision recognises the importance of valuing and investing in the natural environment, balancing economic imperatives and focussing on innovation to enable social transformation in our city. The Community Plan highlights the priorities for achieving these outcomes.

OUR CUSTOMER CHARTER

City of Palmerston is committed to our Customer Service Charter and all employees are expected to uphold this commitment within their role.



POSITION OBJECTIVE

The Rates Support Officer contributes specialist knowledge to the team and assists in achieving a dynamic, change ready and positive organisation delivering on the Community Plan and ensuring the integrity of Council. This position will foster, support, and drive a culture of continuous improvement with a key focus on accountabilities, skills, agility, and capabilities, whilst exceling in the delivery of our customer experience and brand recognition.

This position requires the incumbent to provide superior customer service to all stakeholders, including Ratepayers, other Councils, Government Departments, Conveyancers, and other property professionals.

As part of a dynamic, multi-disciplinary organisation this role contributes to and coordinates specialist activities using modern, innovative, and contemporary methods, with consideration of public and political implications.

The role will promote and exemplify Council's vision to meet community expectations, deliver organisational key performance indicators and maintain accountabilities in line with the Community Plan and customer ethos.

POSITION CONTEXT

City of Palmerston's Capability Framework describes the capabilities and associated behaviours expected of Council employees at every level. These capabilities relate to generic knowledge, skills, abilities, and behaviours required by employees to perform their roles effectively.

Working with the Senior Rates Officer, the role supports a range of rates related services that contribute to the delivery of the City of Palmerston Community Plan, including:

- Assist in managing rates debtors, refunds, remissions, change of ownership and concessions.
- Maintain and ensure an accurate, efficient, and effective rating database that complies with legislation.
- Provide rates administrative assistance within the Department and broader Organisation.
- Complete customer enquiry and general administration.

KEY DUTIES AND RESPONSIBILITIES

- Process all ratepayer enquiries including dealing with complaints and ensuring effective resolution and outcomes for Customers.
- Liaise with staff and customers on rates enquiries and issues in a confidential manner.
- Provide financial and administrative support regarding council's rating system to the organisation and external parties.
- Assist in debt collection processes in line with Council Policy and associated Legislation.
- Process all ratepayer transactions.
- Assist in managing and monitoring incoming correspondence to the Rates Inbox in accordance with the Local Government Act and Council policy.
- Assist in enhancing service delivery to Customers by providing rates subject matter support.
- Provide additional customer service support to other areas of the organisation as required.

WHAT COUNCIL IS LOOKING FOR

- Study in Accounting, Finance, Business, or other relevant discipline combined with at least one years' experience, with a demonstrated commitment to ongoing professional development.
- Ability to identify operational problems or trends, question practices, and contribute to the implementation of appropriate solutions in an innovative and resourceful manner.
- Proven ability to contribute to an innovative and positive working environment that motivates and supports people to achieve high levels of performance.
- Proven organisational skills and the ability to manage multiple clients and deadlines within a dynamic environment.
- A focus on achieving customer-centric results, with an ability to contribute to specific goals and objectives and to align progress towards those ends, taking corrective action, as necessary.
- Knowledge and awareness of social, economic, environmental, cultural, and political issues impacting on programs and service delivery.
- Sound level of communication skills including the ability to convey and impart information in an easy-to-understand format both verbally and in writing.
- Highly developed and efficient computer skills, particularly in the use of rating and corporate management information systems.
- The ability to develop and maintain relationships.

FURTHER INFORMATION

Prior to City of Palmerston's employment offer being confirmed, successful applicants will be required to provide evidence of eligibility to work in Australia, hold a Class C Drivers Licence, provide copies of relevant qualifications, and undergo a criminal history check. Some roles may require successful applicants to attend a medical examination, participate in a psychometric assessment, hold a Working with Children clearance and/or hold a White Card.