

Position Description

Position Title:	Administration Officer - Rating & Property
Position Number:	FPS040
Department:	Financial and Project Services
Reports To:	Rates and Property Team Leader
Supervises:	Nil

Organisational Environment

Located between Brisbane City and the Sunshine Coast, Moreton Bay is one of Australia's fastest growing urban regions. Moreton Bay has a strong and connected community that enjoys a coastal and pristine natural environment as well as thriving community and cultural hubs, vibrant entertainment options and award-winning commercial, educational, medical, leisure and residential precincts.

The Financial and Project Services department provides a range of corporate support functions that assist with the operation of all areas of Council. These functions include the processing and payment of approximately 60,000 supplier invoices per year, the processing of the fortnightly payroll for Council's 1,700+ workforce, the provision of strategic advice and assistance on procurement matters, and the levying and collection of approximately \$320 million in rates and utility charges each year. The Financial and Project Services department is committed to providing a high level of service to other Council departments and the community.

Position Purpose

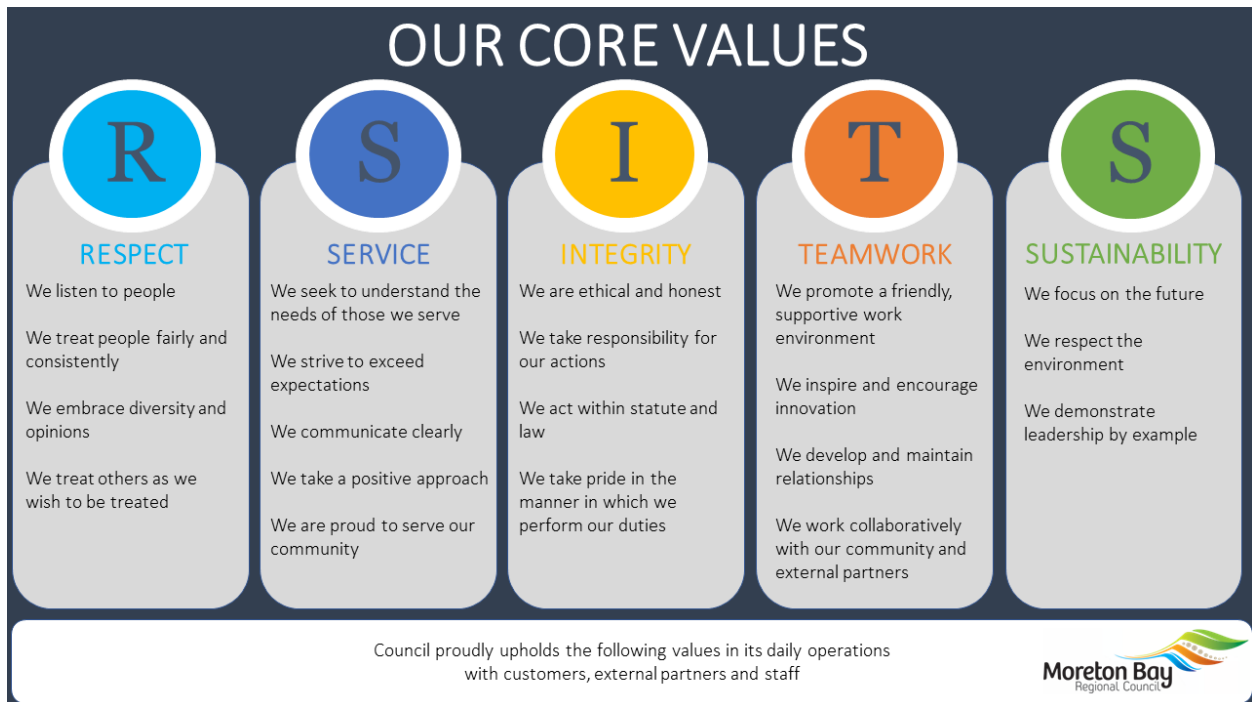
To assist and support the accurate, efficient and timely billing of Council rates and charges and provide outstanding customer service to internal and external stakeholders in relation to matter relating to property and rating.

Specific Accountabilities

Description
Organising and Operating
Accurate and timely completion of all tasks that support the billing of rates and charges, including: <ul style="list-style-type: none"> processing of change of ownership records; processing change of name and address requests; updating property valuation records; processing property subdivisions including the creation / historicisation of properties; applying, reviewing and updating general rate categorisation of the property; applying, reviewing and updating service charges on properties including waste, urban and rural fire levies; and assessing and updating properties with applicable remissions and concessions.
Assist in the identification and implementation of business process improvements to achieve accuracy, value and efficiency for council and its stakeholders.
Provide exceptional customer service to internal and external stakeholders in relation to property and rating matters through effective written and verbal communication.
Assist with undertaking routine audits of Council's property database to improve the accuracy of information relevant to the billing of rates and charges.
Assist with the processing of quarterly and supplementary billing as required.

Community Development and Stakeholder Relations

Constructively deal with any customer service/complaints referred for action



Work location

You may be required to perform your role from any work location within the region.

Diversity undertaking

You may be required to perform duties outside the specific responsibilities within the limits of your skill, competence and training.

Position Dimensions

Staff Resources: Nil
Section or program budget: Nil

Decision Making Authority

Policy: Interprets and applies policies

Delegations: Delegations under the *Local Government Act* and as directed and published in Council's *Delegations Register*

Knowledge, Experience, Qualifications and Attributes

- Whilst not mandatory, a tertiary qualification in business or administration would be highly regarded.
- Experience within an administration environment that is relevant to the position.
- Demonstrated interpersonal skills and ability to work in a team environment contributing to a positive work environment and a strong focus on providing quality customer service.
- Demonstrated effective written and oral communication skills.
- Excellent time management skills to achieve proficiency and effectiveness in managing conflicting priorities and meeting deadlines.

- Demonstrated proficiency with Microsoft Office suite of programs with the ability to develop proficiency with council's software programs.

This position description is a true reflection of the current requirements of the role. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation.

I have read, understood and accepted the responsibilities as outlined in this position description.

Signature: _____ **Date:** _____