

Role Description



Position Title Administration Officer - Rating and Property

Position Number FPSXXX

Purpose of Role

To provide administration support and assistance to the rating services team to assist in achieving departmental objectives.

Specific Responsibilities

Act as a point of contact for rating services matters by providing sound advice, innovation and problem solving for management.

Accurate and timely completion of the rating and property function, including:

- the creation of properties through the division process;
- the correct levying of applicable general rates;
- updating properties with the correct service charges including waste, urban and rural fire levies;
- updating property valuation records supplied by the State Government;
- assessing and updating properties with applicable remissions and concessions;
- change of ownership records supplied by the State Government;
- change of name and address record requests; and
- liaising with internal and external customers in relation to the rating and property function.

Assist members of the rating services team in the generation of complex reports and reconciliations in relation to the rating and property function.

Accurate and timely processing of rate and property search documents.

Dealing with routine telephone enquiries and processing correspondence relating to rating and property matters.

Work Experiences and Skills - essential

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.

Academic, Trade Qualifications and other Licences - essential

Certificate III in Business Administration or related field.

Current C class driver's licence.

Recordkeeping

In accordance with council's recordkeeping guideline, ensure that full and accurate records are made of all business transactions conducted on behalf of council and that these records are appropriately kept and stored in the appropriate corporate information management systems.

Health, Safety and Environment

Ensure your safety and that of your work colleagues at work whilst complying with council's workplace health and safety policies, procedures and practices. At no time are you to perform work duties in an unsafe manner. You must always ensure all risks associated with your work tasks are identified and control actions are implemented before work commences.

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.

Organisational Expectations

