

Position Description

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| Position title: | Rates Officer |
| Position number: | 115 |
| Group: | Finance |
| Reports to position title: | Team Leader Rates and Cashier Services |
| Number of direct reports: | <input checked="" type="checkbox"/> Nil <input type="checkbox"/> 1 - 3 <input type="checkbox"/> 4 - 6 <input type="checkbox"/> 7 - 9 <input type="checkbox"/> 10 + |
| Range or classification: | Pay Point 8 - 12 |
| Approved: | January 2026 |

About the Group

The Finance Group supports the City's long-term financial sustainability through strong financial planning, budgeting, and performance monitoring. The Group works closely with the organisation to ensure financial plans and annual budgets, including rating and revenue strategies, align with Council's Strategic Plan.

The Finance Group maintains effective financial systems and controls, manages financial risk, and ensures the City is appropriately resourced to deliver services and programs. It is also responsible for the administration of rates and charges, focuses on making the best use of Council assets, and regularly reviews funding and pricing approaches, including user-pay options, to support efficient and sustainable service delivery.

Duties and Responsibilities

Ensure a high level of customer service for the organisation by providing effective and efficient financial and administration services, including:

- Undertaking timely and accurate processing of amounts due to and owed by the organisation, including efficient processing of receipts and payments.

- Processing financial transactions, including accurate maintenance of data and accounting systems.
- Provide support in the key revenue streams, including tasks such as:
 - Ensuring timely receipt of outstanding amounts.
 - Undertaking front of house cashiering duties, including:
 - Receipting cash/EFTPOS/cheque transactions
 - Processing petty cash
 - End of day reconciliation
 - Other tasks as required.
- Supporting the rates team through the timely completion of regular and ad hoc tasks including processing transactions, reconciliations, reports and undertaking specific project work and tasks as directed.
- Efficiently and courteously handling counter, telephone and written enquiries and requests.

Support the efficient operations of the Finance Group in accordance with operational policies and procedures, including:

- Liaising with internal and external stakeholders.
- Actively participating in the review of existing procedures and the recommendation and implementation of improvements.
- Providing support to the Group, including administration support and maintenance of electronic and hard copy information ensuring that information is accurate, relevant and up to date.
- Relieving members of the Finance team, within reasonable scope of skills experience, to achieve workload priorities.
- Undertaking specific project work and tasks, as directed.
- Providing support to the Customer Contact Team without compromising the Finance Group workload priorities.

Customer Contact Group Objectives:

The Council's Customer Contact Group is the primary point of telephone and face to face contact for residents, local business persons and others wishing to obtain information or arrange action relating to a wide range of Council functions, facilities and services.

- Serving as a first point of contact for customer enquiries, transactions and requests.
- Ensuring high levels of customer service are provided through quality interactions in a professional, courteous, accurate and efficient manner.
- Effectively dealing with an extensive range of enquiry subjects.
- Escalating contacts to other operational areas as required.

- Striving for the highest achievable level of customer first-contact resolution.
- Acquiring knowledge of Council wide operations to assist enquiries.

In addition to the above, a worker may also be directed to carry out duties and tasks as are within the limits of the worker's skill, competence and training.

Selection Criteria

1. Strong demonstrated customer service skills and experience in both face to face and on the phone encounters, including the ability to effectively deal with sensitive situations or emotionally heightened customers.
2. Demonstrated experience in cashiering such as handling EFTPOS or cash.
3. Demonstrated experience in the use of a large, computerised ERP system, desirably TechnologyOne.
4. Excellent demonstrated standard of communication (verbal and written), engagement, presentation and interpersonal skills.
5. Well-developed and demonstrated accuracy and attention to detail skills.
6. Strong demonstrated time management and organisational skills.
7. Demonstrated analytical and problem-solving abilities.
8. Initiative, a pro-active approach to work and a commitment to ongoing development.
9. Ability to work in a dynamic team environment and work independently.
10. Experience or knowledge of Local Government main functions and responsibilities. (desirable)

Authority and Delegations

The officer is to perform all duties in an authorised manner and within the scope of responsibility necessary to carry out those duties, as specified by this position description and in accordance with any applicable appointment, authorisation or delegation provided by the Chief Executive Officer.

- There are no Delegations or Powers of entries that apply to this position.

Pre-Employment Requirements

Child and Youth Safety

Council is committed to the safety and wellbeing of children and youth while enabling their participation as a valued member of our community.

We have zero tolerance to child or youth abuse or harm. You are obligated to prioritise the safety of children and youth you interact with in the performance of your role and to report conduct of concern. For further information, please refer to our Safeguarding Children and Youth Policy and Code of Conduct available on our website, and the *Registration to Work with Vulnerable People Act (Tas) 2013*.

- A Registration to Work with Vulnerable People (Tas.) is not required.

National Police Check

- A current National Police Check is required for this position to assess the suitability of the preferred candidate. Appointment to the role is subject to the results of the check, and candidates whose history is deemed unsuitable will not be offered employment.