



POSITION DESCRIPTION

Position Descriptions form a part of an integrated planning process to ensure that individual performances align with the strategic and corporate directions for the City. The Position Description also provides the basis on which selection criteria for the position are determined.

POSITION TITLE:	CADET RATES OFFICER
WORKPLACE AGREEMENT:	CITY OF SALISBURY MUNICIPAL OFFICERS ENTERPRISE AGREEMENT No. 15, 2023 (as amended or replaced)
CLASSIFICATION:	MOA Level 2
DEPARTMENT / DIVISION:	BUSINESS EXCELLENCE / FINANCIAL SERVICES
POLICE CLEARANCE:	REQUIRED
REPORTS TO:	TEAM LEADER REVENUE & PAYABLES
DIRECT REPORTS:	NIL
POSITION NUMBER:	000184

POSITION OBJECTIVES:	<ul style="list-style-type: none"> • Assist in the management of corporate property, name and address, and electoral roll information databases, and data validation. • Contribute to the success of the Rates team by providing back up support to the Debtors & Property Officer as required. • Promote and foster a team environment that works together to achieve the objectives of the Section.
VALUES AND BEHAVIOURS:	<p>These Values empower us to ReACH towards our Vision, deliver exceptional community experiences, quality outcomes and a great place to work.</p> <p>Respectful</p> <ul style="list-style-type: none"> • Create a sense of belonging & pride in the Salisbury community • Respect individual differences • Speak up when you don't feel respected, or are not being treated respectfully • Look after the wellbeing of our community, ourselves and those around us <p>Accountable</p> <ul style="list-style-type: none"> • Take personal ownership and follow through • Deliver on what we say we will do • Believe that the Community comes first • Speak up when it is important <p>Collaborative</p>

	<ul style="list-style-type: none"> • Work together, committed to a common purpose • Openly share information • Find ways to connect people for better outcomes <p>Helpful</p> <ul style="list-style-type: none"> • Listen and focus on what we can do • Create new futures and look for opportunities • Make a positive difference
KEY RESPONSIBILITIES:	<p>Rates Administration</p> <ul style="list-style-type: none"> • Provide information and assistance to ratepayers in an efficient, courteous and timely manner. • Accurately update information in relation to property records utilising Council’s Property Management System (Pathway) and other corporate systems. • Ensure timely upload of information into the Pathway system, and valuation data. • Investigate and prepare journals for errors associated with rates administration. • Prepare refund payments for overpayments, as well as rate remissions and other ad hoc reimbursements. <p>Credit Management and Debt Recovery</p> <ul style="list-style-type: none"> • Interview, counsel, negotiate repayment methods of monies owing by ratepayers and other debtors in a professional and customer oriented manner, drawing on the team for support. • Provide back up support for the Debtors and Property Officer as required. • Other duties commensurate to Level 2 duties as required.
WHS RESPONSIBILITIES:	<ul style="list-style-type: none"> • Observe and comply with all health and safety policies and procedures within the City of Salisbury including all safe operating procedures or instructions. • Take all reasonable steps to ensure personal safety and that of others is not put at risk through any act or omission in relation the above. • Report any identified hazards, incidents including near misses or injuries which arise in the course of work, using the systems and/or documentation available for such reporting. • Fulfil individual requirements to meet any documented WHS objectives arising from biannual performance and development reviews. • Not endanger personal safety or that of others by undertaking work whilst under the influence of alcohol or a drug in breach of Council’s Drug and Alcohol Policy. • Undertake WHS training where required, in order to perform duties (refer to WHS Competency Assessment).
GENERAL RESPONSIBILITIES:	<ul style="list-style-type: none"> • To comply with the City of Salisbury Code of Conduct and all other policies and procedures adopted by the City of Salisbury as varied from time to time. • To manage all Corporate Records in accordance with required procedures. • Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.
COMPETENCIES:	<ul style="list-style-type: none"> • To be determined and written into the individual training plan upon commencement – see Organisational Wellbeing

ESSENTIAL SELECTION CRITERIA:	<ul style="list-style-type: none"> • Previous demonstrated experience delivering high quality customer service in a high pressured environment and working with challenging customers. • A systematic and logical thinker with good problem solving skills. • Sound written and verbal communication skills, including good command of English language. • High levels of numeracy and accuracy in all work performed. • Proven ability to utilise Information Technology, with intermediate skills in Excel and Word. • Demonstrated ability to work autonomously and as a member of a team. • Demonstrated willingness to learn.
DESIRABLE SELECTION CRITERIA:	<ul style="list-style-type: none"> • The ability to work calmly and courteously. • Sound organisational skills including the ability to prioritise. • Understanding of council's corporate systems (ie. Pathway and Dataworks). • Understanding of customer service and continuous improvement principles.
EXTENT OF AUTHORITY:	<ul style="list-style-type: none"> • Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.

AGREEMENT:		
This position description reflecting the responsibilities, duties and skill requirements for the position, has been discussed with the incumbent.		
POSITION INCUMBANT NAME:	SIGNATURE:	DATE: