

POSITION DESCRIPTION

POSITION TITLE	Finance Officer - Relief
DIRECTORATE - SECTION	Corporate Services - Finance
LEVEL - EBA	5/6 - Salaried
RESPONSIBLE TO	Coordinator Financial Services

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

- To provide a high level of quality customer service and assistance to the public with rating queries.
- Provides relief to the Rates, Banking, Finance, Procurement, Budgeting, Accounts Payable and Receivable sections as directed.
- To assist with Rates in property enquiries and changes in ownership, creation of statements, debt recovery and bin adjustments.
- To assist with banking, investments and cash flow, trust receipts and payments, maintaining asset and plant registers, and insurance, insurance claims.
- To assist with the Budget process, Budget reviews and fees and charges process.
- To assist with monthly reconciliations and variance analysis. Liaise with business units for queries raised.
- To assist with and be a back-up for accounts receivable and accounts payable.
- To assist with the procurement area with purchase requisitions and orders and other support.
- Assists in documentation of processes and creation of process maps.

KEY RESULT AREAS

RATES BOOK

Assist the Coordinator Rates in the maintenance and integrity of the rates book by but not limited to:

- Processing change of addresses
- Processing change of ownerships
- Processing pensioner applications

PENSIONER RECORD MANAGEMENT

- Rebate Claims
- Produce pensioner claims to state revenue when necessary
- Liaise with State revenue in relation to pensioner claim enquiries
- Maintain the City's pensioner records in accordance with State Revenue requirements

RATES COLLECTION

- Ensure timely collection of rates
- Assist ratepayers who are experiencing financial hardship with an alternative payment plan (Section 6.49 of the Local Government Act 1995).
- Payment plans for outstanding rates within guidelines.
- Process receipting batches for payment of rates.
- Process direct debit arrangements, payments & payment rejections.
- Process eRates registrations and unsubscribes.

GENERAL DUTIES

- Attend to rating enquiries (counter, telephone, written)
- Update maps with street numbers and assessment numbers
- Act in a relief capacity for the Senior Rates Officer during periods of absence

PROCESS IMPROVEMENTS AND INNOVATION

- To identify and deliver process improvements to all aspects of the rating services processes.
- To implement change management processes that integrates new initiatives into the day-to-day practices of the Rates Services team.
- To assist the Financial Services Coordinator in achieving those positions goals and objective

FINANCE SPECIFIC FOCUS AREAS

- To assist with banking, investments and cash flow, trust receipts and payments, maintaining asset and plant registers, insurance and insurance claims.
- To assist with the Budget process, Budget reviews and fees and charges process,
- To assist with monthly reconciliations and variance analysis. Liaise with business units for queries raised,
- To assist with and be a back-up for accounts receivable and accounts payable.
- To assist with the procurement area with purchase requisitions and orders and other support

CUSTOMER SERVICE

- Proactively maintain and further foster excellence in customer service values and culture throughout the organisation and to external customers, with a consistently positive image of Council being promoted to the community.
- Attend to public enquiries pertaining to rating matters when required at the front counter and or via the telephone in accordance with the City's customer service protocols.
- To monitor and ensure customer service delivery standards of the Rates Services team is maintained at the expected levels including efficiently and effectively providing comprehensive and quality customer service to both internal and external customers with respect to electronic sales advice and general rating.

ADMINISTRATION

- Provide assistance to other rates staff relative to their role within the organization, and ensure they are conversant with any changes to legislation and or council policies and practices.
- Promote and encourage an open forum workplace within the Finance business unit.
- Respond to correspondence received in a timely and professional manner.
- The ordering of rates stationery.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.

- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

ESSENTIAL KNOWLEDGE/SKILLS CRITERIA

- Well-developed written and verbal communication skills
- Sound interpersonal and customer service skills
- Ability to work in a team
- Good organisational skills
- Time Management skills
- Sound level of understanding the broad functions of Local Government
- Excellent interpersonal and people skills
- Excellent customer service skills and telephone manner
- Previous experience in a Local Government finance role desirable
- Ability to use MS Word and Excel
- A willingness to be adaptive, innovative and flexible.

SELECTION CRITERIA

1. Previous finance or rates experience is essential.
2. Previous local government experience would be viewed favourably.
3. Ability to work in a team is essential.
4. A willingness to be adaptive, innovative and flexible is essential.
5. Very good written and spoken communication skills.
6. Have or working towards a financial diploma or recognised business qualification.

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Manager Financial Services

DATE PD REVIEWED/APPROVED: 29 January 2024
