



Position Details

Position title:	Revenue & Property Officer
Award Classification:	Band 5
Department:	Finance
Division:	Operations & Infrastructure
Date Approved:	November 2024
Approved By:	Chief Financial Officer

Organisational Relationships:

Reports To:	Team Leader Rates
Supervises:	N/A
Internal Stakeholders:	Planning, Building, Finance, Property, Business Technology, GIS, Records, Assist, Auditors.
External Stakeholders:	Ratepayers, Valuer General, Developers, State Revenue Office, Australia Post, Emergency Services, Agents, Solicitors, Conveyancers Auditors.

Position Objectives

- Promote the image of Council through the provision of excellent customer service (internal and external customers) within agreed standards and timeframes
- Operate Council's systems and processes for raising and collecting rates, levies, charges, update names and addresses, property sales, contribute to new property creations and maintenance of land details in both Council's and Valuer General's systems, in accordance with Statutory Acts, Regulations and Council Policy
- Assist in the efficient and effective operation of the Revenue & Valuations Team.



Key Responsibilities and Duties

- Accurately maintain and update property and rates records (including change of ownership/ mailing address, refunds, waste bin adjustments, pensioner rebate applications, direct debit applications, updating of property title and parcel information)
- Preparation of land information certificates, rating and property related notices
- Provision of property settlement amounts and other property and rates enquires
- Provide assistance to the Team to ensure all rates and property related charges are promptly collected (including the State Government Fire Services Property Levy)
- Assist in the preparation of correspondence
- Assists with Property Creation and allocation of official Street Numbering
- Assists with accuracy of data flowing through to VMOnline from Council's core rating and property system and creation of new properties and associated data
- Assist in the development, implementation and maintenance of the Teams on-line service delivery systems, process improvements and other projects
- Other duties, as directed consistent with the general requirements of this position.

Accountability and Extent of Authority

- Contributes to the effective day to day management of workloads, workflows and resource allocation with the operations of the Team
- The position holder has the freedom to act within the limits imposed by Council Policy, statutory requirements and the provisions of this PD and at the direction of senior staff within the Team
- The position holder is authorised to provide information on routine Rates, property and basic fire levy enquires, in particular but not limited to;
 - Status of accounts
 - Issue Land Information Certificates and Rate Notices
 - Qualification for pensioner rebates, direct debit and like information
 - Payment arrangement and payment options
 - Penalty interest calculations
 - General correspondence
 - Voting eligibility and requirements.

Judgement and Decision Making

- This position involves problem solving, making judgements and providing specialist rates, revenue, property advice using procedures, guidelines and professional experience



- Required to contribute to the development and improvement of processes, procedures and systems used within the Unit
- Guidance and advice on decisions that may extend beyond the Unit is available from the Co-ordinator Revenue and Valuations and Governance.

Specialist Skills and Knowledge

- An overall knowledge of the property, various development plans, property valuations, rates, revenue, roles and functions, including the support it provides to other Council departments
- Experience in property, valuation, rates, revenue, fire levy and eNotice systems
- Proficient in the use of MS Office and a working knowledge of software reporting tools
- The ability to organise one's own work patterns, set priorities and meet Team objectives and responsibilities and organisational goals
- Excellent customer service skills and attention to detail.

Management Skills

- Skills in managing time, setting priorities, planning and organising own work in conjunction with team goals and deliverables
- Requirement of achieving Team objectives within available resources and timeframes
- Provision of training to other team members to assist with the cross skilling of all team members.

Interpersonal Skills

- Excellent verbal communication and written skills are required
- Ability to promote Council's image through a commitment to quality customer service outcomes
- Ability to handle difficult customers in a sensitive and courteous manner, whilst resolving the issue
- Ability to multi-skill and work effectively within a team environment
- Ability to gain co-operation and assistance from customers and stakeholders in the pursuit of the Team's activities.

Qualifications and Experience

- **Academic:**
 - Tertiary qualification in property, valuations and/ or relevant experience
- **Experience:**
 - Local Government customer service, property, valuations, rates and revenue (including special rates & fire levy) administration experience is highly desired



- Sound understanding in the use of computerised systems to support property and Rates Revenue functions is essential
- Working knowledge of relevant Local Government legislative provisions
- Experience in reviewing, documenting and redesigning business processes is desirable.

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity
- Complete a National Police Check completed **via** City of Port Phillip's Provider.



Key Selection Criteria

- A tertiary degree in property, valuations and/or experience working within Local Government with property, valuation and rates processes
- Proven experience working with Property, Rating (TechnologyOne) and/or Valuation systems (VMOnline, Trapeze). Including the production of supplementary valuations and Land Information Certificates
- Proven ability to interpret complex multi tower/use building and property plans and the application of street numbering in accordance with legislation and addressing standards, is highly desirable
- Highly developed communication (oral and written) and interpersonal skills including sound conflict resolution, negotiation skills and dealing with difficult people
- Good analytical and problem solving skills including ability to undertake process reviews and experience with systems improvements and projects
- Superior attention to detail and time management skills
- Demonstrated ability to assist, support and work cooperatively in a team environment to provide a quality service and culture through personal leadership.

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.