



**Murrindindi**  
Shire Council

# Position Description

Coordinator Rates  
and Revenue

Professionalism Integrity Accountability Empathy





## Murrindindi 2030 Vision

We are sustainable, vibrant and resilient.

We focus on growing our business opportunities.

Our communities are safe and connected, enjoying a healthy and productive lifestyle within our wonderful natural environment.

### POSITION TITLE

Coordinator Rates and Revenue

### JOB NUMBER

15

### CLASSIFICATION

Murrindindi Council Enterprise Agreement  
Band 7

### GROUP

People & Corporate Performance

### DEPARTMENT

Business Services

### APPROVED BY

Manager Business Services

### DATE

July 2024

## Position Overview and Objective

The Coordinator Rates and Revenue leads the revenue and rating functions of Council which includes provision of excellent customer service, rates preparation and collection, property ownership transfers and valuations, election and voters roll, debt collection and continuous improvement.

### Key Responsibilities

- Perform all duties related to the Rates and Revenue unit efficiently and in accordance with the *Local Government Act 1989*, *Valuation of Land Act 1960* and applicable Accounting Standards and Regulations.
- Ensure the accurate and timely billing and maximum collection of all property and other charges levied by Council.
- Provide property management support to the Organisation.
- Ensure statutory requirements of Council's election procedures and valuation responsibilities are met.
- Supervise and support a small team to provide professional and responsive customer service and advice in the areas of Rates and Revenue collection.
- Provide advice and assistance to the Manager Business Services on matters pertaining to rates, revenue, and debt collection.

### Revenue Administration Functions

- Coordinate the collection, receipting and banking of all Rates and Charges revenue in compliance with the *Local Government Act (1989)*, Accounting Regulations and Standards.
- Provide advice and guidance to the Manager Business Services and Director People and Corporate Performance on strategic and general issues related to Council's rating function.

### Rating and Valuations

- Oversee and maintain accurate and up to date rate records and balance the rates system with reference to relevant legislation.
- Coordinate the issue of valuation and general rate notices, including supplementary notices and other notices/accounts when required.
- Coordinate the processing of pensioners' claims for rates rebates under the Municipalities Assistance Act and prepare quarterly claims for submission to the Department of Health & Human Services.
- Implement the debt recovery program on outstanding rates.
- Coordinate the management of the debt recovery contract with Council's debt collectors and legal advisers to ensure compliance with Best Practice Guidelines and all relevant legislation.
- Coordinate support provided to the appointed valuer with information and resources to ensure timely and accurate valuation returns.
- Prepare analysis, reports, statistical returns and claims for senior management, Grants Commission, Valuer General, Government Departments, etc.
- Coordinate the issue of special rate charges in a prompt manner as required.
- Coordinate the supplementary valuation process.

### Voting Roll

- Maintain accurate and up to date voters' information.
- Coordinate the preparation of Voters' Lists and Voters' Rolls and assist with postal voting procedures and follow up 'Failures to Vote' in accordance with compulsory voting arrangements when required in collaboration with VEC.

### Property Data

- Ensure accuracy of Council's property database.
- Provide input into the maintenance of Council's property and cadastral (mapping) databases.
- Ensure accuracy of the Council Name and Address Register (NAR) through affiliated software and reporting processes.
- Coordinate the preparation of the various accurate property certificates within the time limits of the *Local Government Act 1989* and ensure and endorse rate related property information (except for town planning certificates) issued by Council.
- Ensure compliance with legislative requirements for all issues relating to Geographic Place Names, such as locality amendments and road name changes – as provided by Council's Sustainability and Assets department.

## Organisational Relationship

Reports to:	Manager Business Services
Supervises:	Rates Officer(s) Assistant Rates Officer Assistant Rates / NAR Officer
Internal Relationships:	Executive Management Team Council employees
External Relationships:	Other levels of Government Municipal Association of Victoria Electoral Office Valuer General Victoria State Revenue Office Statutory authorities, Solicitors and estate agents Debt Collection Agency Ratepayers and residents Commercial printing service provider

## Key Selection Criteria

- Substantial knowledge of the Local Government rating environment and regulatory requirements.
- Experience in the contemporary management of financial hardship practices and debt recovery in accordance with Best Practice Guidelines and all relevant legislation.
- Previous experience leading a rates team or an equivalent financial/regulatory team.
- Effective information technology skills relevant to the role, previous experience with Civica Authority or Altitude Rates Module is an advantage.
- Relevant tertiary or post graduate qualification in relevant business discipline.
- Membership of Revenue Management Association is advantageous.

## Essential Position Requirements

The following section outlines requirements specific to this job.

<b>Enterprise Agreement</b> Ordinary Hours and Days Clause 16.2	"All" employee
<b>Drivers Licence / Ability to travel</b>	Required to enable travel to different sites (including within and outside the municipality) to undertake the requirements of the role
<b>Physical Requirements</b>	Physical requirement associated with an office based role
<b>Psychological Requirements</b>	<p>All roles at Council have a public accountability and at times will be required to meet specified deadlines, general workload and completion demands and deal with some change that may be beyond the individual's personal control.</p> <p>In addition, this role has exposure to dealing with difficult situations which may include high conflict situations, supporting those experiencing disadvantage or distress, exposure to aggressive or vulnerable persons, providing support or assistance to people impacted by natural disasters</p>
<b>Checks</b>	<p><b>Police / Criminal Record Check</b> Yes – on commencement and during employment by self-disclosure obligation.</p> <p><b>Evidence of rights to work in Australia</b> Required</p> <p><b>Working with Children Check</b> Not required for this role</p> <p><b>COVID Vaccination</b> In accordance with Council policy</p>
<b>Matters relevant to the above checks</b>	Access to money, assets or other financial approvals
<b>Information Technology Literacy</b>	<p>Basic knowledge and experience in computer literacy, using Microsoft Suite and other computer programs.</p> <p>Well-developed knowledge and experience in computer literacy, using Microsoft Suite and other computer programs relevant to the position.</p>
<b>Work location conditions</b>	Hybrid - In accordance with Flexible Work Policy
<b>Outside ordinary hours of work</b>	Ad hoc requirement for outside business hour or after hour work in accordance with business needs

<b>Qualifications / Registrations / Licences / Memberships</b>	As per key selection criteria
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## Band 7

<p>Accountability and extent of authority</p>	<ul style="list-style-type: none"> <li>• Manage resources and/or provide advice to or regulate clients and/or participate in the development of policy.</li> <li>• Where supervising resources follow policies, objectives, and budgets with a regular reporting to ensure goals and objectives are met.</li> <li>• Decisions and actions may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.</li> <li>• Where providing specialist advice to clients or to regulate clients, act subject to professional and regulatory review. The impact of decisions made or advice given may have a substantial impact on individual clients or classes of clients.</li> <li>• If the role is primarily involved in policy development, then work will include investigation, analysis or creativity with ability to act generally prescribed by a more senior position. The quality of the work can have a significant effect on the policies which are developed.</li> <li>• Input into policy development within area of expertise and/or management.</li> </ul>
<p>Judgment and decision making</p>	<ul style="list-style-type: none"> <li>• Undertake problem solving.</li> <li>• Work has specialised methods, procedures and processes developed from theory or precedent.</li> <li>• Problem solving process comes from applying established techniques to new situations and recognising when established techniques are not appropriate. Guidance is not always available within the organisation.</li> <li>• Where policy formulation is required, the primary challenge will be intellectual and requiring the identification and analysis of an unspecified range of options before a recommendation can be made.</li> </ul>
<p>Specialist knowledge and skills</p>	<ul style="list-style-type: none"> <li>• Proficient in the application of a theoretical or scientific discipline in the search for solutions to new problems and opportunities.</li> <li>• Where policy formulation is required, analytical and investigative skills are required to identify policy options from within a broad organisation-wide framework.</li> <li>• Understand long term goals of the wider organisation and of its values and aspirations and the legal and political context in which it operates.</li> <li>• Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures may be required.</li> </ul>
<p>Management skills</p>	<ul style="list-style-type: none"> <li>• Manage time, set priorities and plan and organise own work and that of supervised employees to achieve set and specific objectives.</li> <li>• Set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures</li> <li>• Understand and implement human resource policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employees development schemes.</li> <li>• Contribute to the development and implementation of long term staffing strategies.</li> </ul>
<p>Inter-personal skills</p>	<ul style="list-style-type: none"> <li>• Gain co-operation and assistance from clients, members of the public and other employees in the administration of broadly defined activities and to motivate and develop employees.</li> <li>• Liaise with their counterparts in other organisations to discuss and resolve specialist problems and with other employees within their own organisation to resolve intra-organisational problems.</li> </ul>
<p>Qualifications and experience</p>	<ul style="list-style-type: none"> <li>• Degree or diploma course with several years of subsequent relevant experience.</li> <li>• May also have acquired experience through higher formal qualifications either in the field of specialist expertise or in management, together with a shorter period of experience.</li> <li>• Or may have acquired through less formal qualifications with extensive relevant experience.</li> </ul>

Murrindindi Shire Council acknowledges that Murrindindi Shire exists on Taungurung and Wurundjeri Woi-wurrung Country. We hereby express our respect for the Taungurung people and the Wurundjeri Woi-wurrung people of the Kulin Nation as the Traditional Owners of the land that encompasses Murrindindi Shire.

## Organisational Responsibilities

**Code of Conduct** - comply with and foster an environment where every employee can consistently meet the standards of behaviour that are outlined in the Code of Conduct. Report and address matters or concerns in a timely and appropriate manner.

**Values** – demonstrate and model Council’s values in all aspects of your role. These values are Professionalism, Integrity, Accountability and Empathy.

**Customer Service** – deliver excellent service at all levels including internal and external service delivery. Engage with customers and meet community expectations in ways that foster a positive experience and deliver services using simplified but effective processes.

**Diversity, Equity and Inclusion** – create a psychologically safe culture where everyone feels respected, heard, included and free to speak up.

**Safeguarding children, young people and vulnerable community members** – promote safeguarding actions, model expected behaviours, speak up and act, and foster communities that are safe and free from violence.

**Workplace Health, Safety and Wellbeing** – model and set expectations to ensure safe work practice and methods for all. Follow OHS policies and procedures, immediately report and take appropriate action regarding all hazards and incidents. Work in a manner that is safe for you or all others. Use personal protective equipment clothing or equipment (PPE), reduce risks and only perform safe tasks for which you are capable, competent, appropriately trained and where applicable licenced.

**Environment & Sustainability** – Champion sustainability and make associated behaviour changes that foster environmental protection and sustainability in all that Council does. Create positive impacts on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.



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