



Shire of
Katanning
Heart of the Great Southern

Rates & Debtors Officer

No. K087



Application Package

Closing date: 4.00pm 3 October 2024



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ADVERTISEMENT

Rates & Debtors Officer

We are seeking the services of a highly motivated and experienced person to fill the position of Rates & Debtors Officer. The successful applicant will be responsible for Council's rates and sundry debtors together with other finance tasks. If you bring a positive attitude and enthusiasm, we would love to have you on board to work within our dynamic and vibrant team.

Knowledge and experience in Local Government operations and SynergySoft database would be advantageous but not essential.

Situated in the heart of the Great Southern region, Katanning offers the perfect mix of picturesque country location with conveniences of city living. Excellent schools, hospital, doctors, dentist, shopping, community and sporting facilities are available in town.

To request an application package or to discuss this role further please contact Moh Aeson on (08) 9821 9999 or email moh.aeson@katanning.wa.gov.au.

To be considered for this position applicants must address the Selection Criteria as detailed in the Application Package.

Applications addressed to the undersigned should be sent to moh.aeson@katanning.wa.gov.au or mailed to PO Box 130 Katanning, WA 6317 by 4.00pm 3 October 2024.

The Shire of Katanning is an Equal Opportunity Employer and is committed to creating an equitable and diverse workplace.

We are actively encouraging people with disability, people from culturally diverse backgrounds and Aboriginal and Torres Strait Islanders to apply for available positions.

Peter Klein

CHIEF EXECUTIVE OFFICER

SHIRE PROFILE

Katanning is the regional centre for the Upper Great Southern Region of Western Australia and is located 283kms south east of Perth.

The Shire of Katanning has 7 elected members and employs approximately 65 staff. Emphasis is placed on working together and recognising that every individual, regardless of the type of work they do, makes a valuable contribution to building a better community for Katanning.

The town has a range of key facilities including supermarkets, cafes, retailers, regional hospital, childcare, primary schools, senior high school and TAFE.

The Shire of Katanning is undertaking several transformational projects including the development of a new welcome precinct and visitor facilities, man-made lake and residential land development.

Significant industries include the sheep saleyards, CBH grain handling facilities, export abattoir, major transport operators and agribusinesses.

Katanning is a true multicultural community, featuring over 40 language groups. Katanning is a harmonious community, embracing different cultural and religious backgrounds. One of the highlights of the year is the Katanning Harmony Festival where everyone comes together to learn about the various cultures in town – food, entertainment, personal stories and shared experiences.



COUNCIL INFORMATION

COUNCIL

Shire President: Cr Kristy D'Aprile
Deputy Shire President: Cr Liz Guidera

Councillors:
Cr John Goodheart
Cr Matthew Collis
Cr Michelle Salter
Cr Ian Hanna
Cr Paul Totino

Office: 52 Austral Tce
KATANNING WA 6317
Postal: PO Box 130
KATANNING WA 6317

Email: admin@katanning.wa.gov.au
Website: www.katanning.wa.gov.au

Telephone: (08) 9821 9999

COUNCIL STATISTICS

Population: 4,500
Area: 1,518 km sq.
Distance from Perth: 283km
Length of Roads: 255km sealed, 528km unsealed

Local Industries: Agribusiness, sheep saleyards, grain handling facilities, export abattoir, major transport operators.

Suburb & Localities: Badgebup, Carrolup, Cobline, Coyrecup and Ewlyamartup, Katanning

Council meets on the fourth Wednesday of each month.

POSITION DESCRIPTION

1. Position Identification

Title:	Rates & Debtors Officer
Position Number:	K026
Classification:	Local Government Industry Award 2020
Base Level:	Level 4 - 5
Employment Basis:	Full time
Section:	Finance
Department:	Corporate Services

2. Position Objectives

- Administer and manage revenue streams including debt recovery, payment arrangements, rebates, reconciliations of rates/sundry debtors.
- Principally responsible for managing the Shires rate database, rates transactions and debtors.
- Deliver administration support, customer service and public relations outcomes that enhance the operations of the Shire.

3. Key Responsibilities/Duties

3.1 Customer Service

- Provide a courteous and professional service in person.
- Provide written and verbal information to the Shire's external customers.
- Respond to enquiries efficiently, initiate appropriate action or refer to relevant department or officer and follow up where necessary.
- Provide relief coverage for Department of Transport Licensing Services and Reception.

3.2 Administrative Support

- Provide administrative support to finance operations where required.
- Maintain databases and records as relevant and directed.
- Respond to finance correspondence as appropriate and/or directed.

3.3 Finance

- Develop, monitor and control information stored on the Shire's property system.
- Administer and maintain records, journals and plans to support any information changes on the property system.
- Control and record all valuations in the rate book and process amendments; reconcile monthly.
- Process the annual rate levy generation, instalment plan and payment check generation and forward accurate rate notice files to print.

- Process end of year procedures in rating database reconciling opening and closing balances.
- Ensure the accuracy of all rate notices prior to issue.
- Process and ensure the timely and accurate issue of rate notices, instalment reminders, final notices, interim notices and penalty charges.
- Administer the Shire's rate instalments and special arrangement payment plans and direct debits.
- Assist with modelling projected rate revenue as part of the budget process or other rate related projects as directed.
- Manage all aspects of the Pensioner Rebate and Deferment Act.
- Approve applications from pensioners and seniors and oversee claims made with the Office of State Revenue. Ensure that claims are reconciled with Office of State Revenue records.
- Annual completion of Deferred Pensioner claims which includes liaising with the external auditors for the sign-off of the year end certificate.
- Completion and actioning of control account reconciliations to the sub-ledger balances for all rating components, monthly.
- Administer the rating module and liaise with the software supplier to resolve operation problems and application software difficulties.
- Manage the debtors database, transactions and review.
- Co-ordinate all legal action on outstanding rates and sundry debtors and liaise with the collection agency.
- Process applications for Rate exemptions.
- Support budget preparation/review, end of month and annual reports.
- Provide relief to other roles as required.

4. General

- Any other duties consistent with the level of this position.

5. Records Management

- To ensure electronic information and records are managed according to the WA State Records Act 2000 and other relevant legislation in consultation with the Senior Administration/Records Officer as appropriate to position.

6. Behaviour and conduct:

- Perform duties efficiently, responsibly and ethically and in accordance with the Shire's Code of Conduct.
- Contribute positively to the team and support team efforts.

7. Occupational Health and Safety and Risk Management Responsibilities

- Perform work in a safe and healthy manner and abide by the Shire's and legislative safe work procedures, instructions and safety management practices.
- Correct or report unsafe situations, workplace incidents, accidents or damage and use safety equipment and devices as specified.
- Participate in activities associated with the management of workplace health and safety.
- Use appropriate personal protective equipment as directed.
- Comply with the Shire's Risk Management Policy Procedures.
- Comply with the Council Work Injury Management Program.

8. Organisational Relationship

- Responsible to the Manager Finance.

9. Internal and External Liaisons

Internal

- Chief Executive Officer
- Executive Manager Corporate Services
- Administration and Finance Staff
- All Shire staff

External

- Ratepayers
- Community Members
- Other Local Governments and State Departments.

10. Extent of Authority and Responsibility

- Works under supervision.
- Follows policies, procedures and guidelines.
- Responsible for accuracy and timeliness of own work.

11. Selection Criteria

- Experience in and working knowledge of the rating function pertaining to local government.
- Working knowledge of legislation relating to rates being the Local Government Act 1995 and Rates and Charges (Rebates and Deferments) Act 1992.
- Knowledge of debt recovery.
- Good organisational and time management skills with an ability to handle multiple tasks.
- High level of attention to detail.
- Good customer service skills and telephone manner.
- Good conflict resolution skills.
- Developed written and verbal communication skills, including spelling and grammar.
- Ability to work autonomously as well as part of a team.
- Working knowledge of SynergySoft.
- Demonstrated computing skills using Microsoft Office suite of programs (Word, Excel, Outlook).
- Knowledge of Local Government Administrative requirements.
- National Police Clearance (not less than 6 months old) with a demonstrated absence of any relevant criminal history relevant to cash handling and finance duties.
- Hold a current minimum "C" class motor vehicle Driver's Licence.

12. References

- The details of two referees will be requested during the application process.

REMUNERATION DETAILS

EMPLOYMENT CONDITIONS

Location	The position is based at the Shire of Katanning Administration and Civic Building
Industrial agreement	Local Government Industry Award 2020, Level 4 - 5
Salary	In the range of \$27.00 - \$31.00 per hour depending on qualifications and experience.
Employment Basis	Full time
Superannuation	Superannuation of up to 14.5% based on 11.5% superannuation guarantee contributions and up to an additional 3% contingent upon the employee contributing 3%. Salary Sacrifice is available on the employee's contributions.
Annual leave	4 weeks leave paid annually.
Personal/carer's leave (recognised as sick leave)	Paid personal leave is available to employees for illness or injury. Caring for immediate family or house hold members who are ill and require care
Compassionate Leave	2 days paid leave per occasion for: Spending time with a member if an immediate family or household who has a serious illness or injury. Death of a member of immediate family
Long Service Leave	Thirteen (13) weeks after ten (10) years of continuous Local Government service, transferable between Local Authorities in Western Australia.
Clothing allowance	\$360.00 per financial year
Probationary Period	A three (3) month probationary period is applicable to this position. At the successful completion of this period, your permanency will be confirmed by the Chief Executive Officer.
Pre-Employment Medical	All new staff are required to complete a pre-employment medical prior to commencement. Full documentation for the requirements of the position will be given to the Medical Practitioner prior to examination and costs will be paid for by the Shire of Katanning. Existing medical conditions will not preclude an appointment.
Police Clearance	The successful applicant will be required to provide a National Police Clearance (not less than 6 months old) with a demonstrated absence of any relevant criminal history relevant to cash handling and finance duties.
Closing date	4.00pm, 3 October 2024 In the interest of fairness and equity, late applications will not be accepted.



SELECTION CRITERIA

Rates & Debtors Officer

Selection Criteria

- Experience in and working knowledge of the rating function pertaining to local government.
- Working knowledge of legislation relating to rates being the Local Government Act 1995 and Rates and Charges (Rebates and Deferments) Act 1992.
- Knowledge of debt recovery.
- Good organisational and time management skills with an ability to handle multiple tasks.
- High level of attention to detail.
- Good customer service skills and telephone manner.
- Good conflict resolution skills.
- Developed written and verbal communication skills, including spelling and grammar.
- Ability to work autonomously as well as part of a team.
- Working knowledge of SynergySoft.
- Demonstrated computing skills using Microsoft Office suite of programs (Word, Excel, Outlook).
- Knowledge of Local Government Administrative requirements.
- National Police Clearance (not less than 6 months old) with a demonstrated absence of any relevant criminal history relevant to cash handling and finance duties.
- Hold a current minimum "C" class motor vehicle Driver's Licence.

***To be considered for this position applicants must address the Selection Criteria.**

INFORMATION FOR APPLICANTS

Applicants who meet the essential criteria and who from their application appear to be competitive will be short listed for interview. This decision will be based on the information that is relevant to the position that you provide in your application. Your application should include the following information:

Covering letter:

A covering letter introducing yourself and explaining why you are applying for this position.

Selection Criteria Responses:

This is the most important part of your application. To be eligible for consideration, a person must meet all the essential selection criteria as part of the shortlisting process.

This should include demonstrated capabilities by providing evidence of how you meet the selection criteria; provide specific details; and where possible, include an indicator of success or a result.

An easy way to do this is to use the STAR model - that is:

Situation: provide a brief outline of situation /setting

Task: outline what you did

Approach: outline how you did it

Result: describe what the outcomes were

Resume (curriculum Vitae) which includes:

- Personal details – name, address and telephone number
- Your education and training achievements.
- Your work history including employment dates and details of the duties, performance and achievements.
- Any activities you have undertaken outside of work, which you consider are relevant to the position.

Other Documents (optional):

It is recommended that only copies of supporting documents be enclosed with your application so as to avoid loss or damage to originals. Nonetheless, the Shire will require the provision of evidence of all claimed qualifications prior to commencing employment.

Referees:

Referees should be contacted for approval prior to being listed in your curriculum vitae/resume as they may be contacted. It is desirable that one referee be your current or a recent supervisor/manager.

Provide names, work addresses and current contact telephone numbers for each referee.

Only referees that are able to comment on your work experience (preferably against the selection criteria) should be included.

Contact Details:

Please provide a convenient telephone number and/or email address so that you can be contacted if you are invited for an interview, or if there are any queries regarding your application.

Lodging your Applications:

The closing date is **4.00pm 3 October 2024**

Email: moh.aeson@katanning.wa.gov.au

By Hand: Shire of Katanning Administration and Civic Centre, 52 Austral Terrace, KATANNING

Attention: Peter Klein, CEO

Post: PO Box 130, KATANNING WA 6317

In fairness to all applicants, late applications cannot be received unless permission has been sought prior to closing date.