



RATES & DEBTORS OFFICER

The Shire of Yilgarn is seeking applications for the position of Rates/Debtors Officer. The primary responsibilities of the position are:

- maintaining and reconciling Council's rate ledger;
- issuing of Rate Notices and attending to enquiries from rate payers;
- managing and debt recovery of Council's outstanding revenue.

The position operates out of the administration office located on Antares Street, Southern Cross under the supervision of the Finance Manager.

While candidates with Local Government rates experience would be preferred, applicants with general bookkeeping and/or administrative experience are encouraged to apply as training will be provided.

An information package is available at www.yilgarn.wa.gov.au. Further information can be obtained by contacting the Finance Manager on 9049 1001.

Written applications, addressed to the CEO and marked confidential, will be received up to 4:00pm on **Monday 21 January 2019**.

Applicants are asked to address the selection criteria contained in the Position Description. Interested candidates are requested to obtain an application pack from:

- office - 23 Antares Street, Southern Cross, or
- telephone - 08 9049 1001, or
- email - payroll@yilgarn.wa.gov.au ,or
- website - www.yilgarn.wa.gov.au.

Peter Clarke
Chief Executive Officer

Shire of Yilgarn
PO Box 86
SOUTHERN CROSS WA 6426

PLEASE NOTE: Canvassing of Councillors will disqualify. The successful applicant is required to obtain relevant police checks, and to provide evidence of all claimed qualifications prior to commencing employment. This position is subject to a Pre-Employment Medical.

INFORMATION FOR PROSPECTIVE APPLICANTS

Thank you for your interest in the advertised position. These guidelines are presented to assist your application process, please read the following information.

Eligibility

Check the requirements (skills, qualifications, experience) for the position as described in the advertisement and position description to assess your suitability for the role. The successful applicant is required to provide evidence of all claimed qualifications prior to commencing employment.

As an Equal Employment Opportunity employer, the Shire of Yilgarn encourages applications from individuals of diverse backgrounds to apply, to join us in servicing our community.

Note: Canvassing of Councillors will disqualify.

Preparing your Application

In order to be considered for a position, you must be able to demonstrate your suitability for the position advertised. Applications will be assessed against the requirements (skills, qualifications, experience) outlined in the position description.

The decision to shortlist applicants will be based on the information provided in the application against the requirements described in the position description.

If at all possible, your application should be typed. If this is not possible, ensure that your writing is clear and easy to read. Your application should include:

- Application for Employment Form
 - ✓ Please complete the application form included in this information.
 - ✓ Reference the position you are applying for, and your desire and suitability, together with any relevant information on your availability for an interview.
 - ✓ You may wish to summarise your application and emphasise your strongest points and achievements.
- Current Resume/Curriculum Vitae
 - ✓ Personal Details – Name, address and telephone number.
 - ✓ A summary of your work history starting with the most recent. Information should include employment dates and details of duties, performance and your achievements in each job. Don't forget to add any experience you may have of acting/relieving in this role or similar.
 - ✓ Any activities you have undertaken outside of work which are relevant to the application.
 - ✓ Your qualifications, education and training achievements (be sure to include any education you are currently undertaking).
 - ✓ Photocopies of relevant formal qualifications (if available).

- **Referees**

Two referees plus their contact phone numbers must be nominated in your application – they must be able to comment on your work performance (e.g. your direct supervisor/manager). Referees should be contacted for approval before listing them in your application.

Note: An application for one position will not be held over to be used for another position.

Closing Date

Check the closing date for the application. Ensure your application is received at the Administration Office before the closing date and time, as applications received after this date are **NOT CONSIDERED**.

Lodgement of Application

You should provide us with only one copy of your complete application. Please do not submit your application in plastic sleeves, cardboard folders, binders, files or spiral bound. Please do not submit originals of documents, as applications for employment are not normally returned. All applications may be submitted in any of the following ways:

Written submissions

Please address your application to:

Chief Executive Officer
Shire of Yilgarn
PO Box 86
SOUTHERN CROSS WA 6426
(Mark envelope "Confidential" and title of the position applying for)

Hand delivery

You can hand deliver your application to:

Shire of Yilgarn – Administration Office
23 Antares Street
Southern Cross WA 6426
Between 8:30am and 4:30pm – Monday to Friday.

Electronic (Emailed) submissions

Please ensure that your application is submitted in Microsoft Word compatible format. Send application to payroll@yilgarn.wa.gov.au

Post Application Process

- Short listed applicants will be notified by telephone.
- All unsuccessful applicants will be notified in writing once an offer of employment has been accepted.

Interviews

If you are shortlisted, you will be invited to attend an interview which may be with 2 or 3 interviewers (i.e. HR, Supervisor, and Manager). The interview questions are designed to assess your suitability to the position you are applying for, and will consistently be asked of every applicant. Some of the questions will be asking you to describe specific examples of your past work experiences. The interviewers will take note of your responses to the questions to assist with the selection process.

The interview is also your opportunity to ask questions to assess the position's suitability for you! Feel free to prepare a few questions you may wish to ask the interviewers.

At the completion of the process, all applicants will be notified of the outcome of their application.

Records

Your application and any information gathered on your application throughout the recruitment process will be kept confidential for a period no longer than six (6) months and disposed of securely.

Offer of Employment

If offered the position, and prior to appointment, prospective employees may be required to undertake the following:

- Pre-Employment Medical Examination
Appointment to the position is not confirmed until a pre-employment medical examination is completed and accepted. This may also include a Drug & Alcohol Screening Test.

The cost of the Pre-Employment Medical Examination will be met by the Shire of Yilgarn after appointment.

- Police Clearance
The successful applicant will be required to obtain a National Police Clearance Certificate not more than three months old.

Queries?

If you require any further information or have any questions regarding the position, your application or the selection process, please contact Human Resources on 9049 1001.

CONDITIONS, BENEFITS AND REMUNERATION

The following Conditions of Employment are as per:

- Shire of Yilgarn Enterprise Agreement 2017 and/or
- Local Government Industry Award 2010 (LGIA) and/or
- National Employment Standards (NES)

and the below mentioned conditions should not be construed to be the limitations of conditions.

STANDARD CONDITIONS:

Equal Employment Opportunity

The Shire of Yilgarn is an equal opportunity employer and has adopted an EEO policy in accordance with legislation. A copy of the policy is available for all staff to read and is provided in your 'Council Staff Policy Manual'.

Working Hours

- Administration Staff
Office hours are from 8:00am until 5:00pm each day from Monday to Friday, with a fifteen (15) minute morning tea break and a one (1) hour unpaid lunch break. Full-time employees - 0.4 of the ordinary hours worked contribute towards one rostered day off per month.

Overtime/Time in Lieu

No overtime or time in lieu is to be worked without prior authorisation of the employee's Manager/Supervisor.

Annual Leave

Annual Leave is as per the NES Division 5, being four (4) weeks accrued progressively during a year of service, including 17.5% leave loading.

Personal/Carer/Bereavement Leave

- Each full-time employee is entitled to Sick, Carer's and Bereavement Leave as per the Shire of Yilgarn Enterprise Agreement 2017.
- A certificate from a registered health practitioner or statutory declaration must be produced for sickness absence two (2) days or more. Absence without necessary documentation when required will result in the employee not being paid.
- Three (3) days bereavement leave is available on the death of a member of the employee's immediate family. Bereavement leave is non-cumulative. Refer to Shire of Yilgarn Enterprise Agreement 2017 for eligibility.

Superannuation

Currently the Shire of Yilgarn contributes compulsory superannuation of an employee's gross pay (excluding allowances) at 9.5% as per the Superannuation Guarantee.

Probationary Period

A probationary period of three (3) months is applicable to this position (unless otherwise specified). During the period performance will be assessed and managed against the requirements set out on the Position Description. The probation period can be extended if initial performance is unsatisfactory.

Annual Performance Review

If the appointee is granted permanency, a Staff Development Performance Review will take place at least once in every calendar year. The annual review will include an assessment of achievement of the key duties and responsibilities and will be used to identify training and development needs.

Code of Conduct

All staff are to be familiar with and abide by the adopted Staff Code of Conduct. A copy of the Code is available for all staff to read.

ADDITIONAL BENEFITS:

The following additional benefits are applicable to the Shire of Yilgarn employees and are above the requirements of the Local Government Industry Award 2010 and the National Employment Standards.

Superannuation

In addition to employer compulsory superannuation, permanent Full-Time or Part-Time employees may make their own voluntary contributions to the superannuation fund of their choice. Employee superannuation contributions may be a fixed amount per pay or a percentage of the pay value, with a minimum being 1%. Council will contribute a percentage as per the current Council Staff Policy, being 5.5%.

Uniform Allowance

- Administration Staff
To maintain Council's corporate image administration staff are encouraged to wear a uniform. To support wearing of uniforms, the Shire of Yilgarn will contribute an allowance per employee (pro-rata for part-time employees) per year. Allowance is only to be used to buy Council's adopted uniform. This allowance is not applicable for casual employees.

Tea Breaks

Tea Breaks are not catered for under the Local Government Industry Award 2010. The Shire of Yilgarn permits its employees a fifteen (15) minute allocation for a morning tea break.

Staff Training

The Shire of Yilgarn allows appropriate accommodation (including meals) and travel expenses to be incurred by Staff when attending approved Training Seminars and Courses. Accommodation is to be arranged only by the relevant Department Manager. Payment for private accommodation will not be granted unless approved by the Chief Executive Officer.

Rostered Day Off (Full-Time employees only)

If applicable to your position, full-time employees are entitled to one (1) Rostered Day Off after every nineteen (19) working days. Rostered Days Off cannot be accumulated.

APPLICATION FOR EMPLOYMENT

Thank you for your interest in this position with the Shire of Yilgarn. Please complete the following questions and attach with your application.

VACANCY DETAILS			
Position Title:			
PERSONAL DETAILS			
Surname:		Title:	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss
Given Names:		Date of Birth:	
Address:			
Suburb:		Postcode:	
Email:			
Daytime Contact No:		Mobile:	
Are you an Australian Citizen or permanent resident of Australia?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If no, do you currently hold a Visa allowing you to work in Australia? <i>(If yes, please attach a copy.)</i>		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you hold a current Motor Vehicle Driver's Licence? <i>If yes, please provide details:</i>		<input type="checkbox"/> Yes <input type="checkbox"/> No	
State:	Class(es):	No#:	Expiry:
Do you hold a current: <input type="checkbox"/> National Police Clearance <input type="checkbox"/> Working with Children Check <input type="checkbox"/> willing to obtain clearance/s. OR			
RECRUITMENT SOURCE			
How did you first become aware of this vacancy?			
<input type="checkbox"/> Shire of Yilgarn website	<input type="checkbox"/> Other website		
<input type="checkbox"/> Local Government Jobs website	<input type="checkbox"/> Local newspaper		
<input type="checkbox"/> WA Govt Jobs website	<input type="checkbox"/> West Australian		
<input type="checkbox"/> Word of mouth	<input type="checkbox"/> Other		
ATTACHMENTS			
Please ensure you have attached all the required documents (see <i>Information for Prospective Applicants</i> for details).			
<input type="checkbox"/> Cover Letter	<input type="checkbox"/> Resume / Curriculum Vitae		
<input type="checkbox"/> Referees (2 contactable work referees, preferably Supervisors or Managers)			
<input type="checkbox"/> Copies of relevant qualifications			
AVAILABILITY			
How soon would you be available to commence work: <i>(If currently employed, what is the minimum period of notice required?)</i>			

Declarations

The following declarations are NOT a barrier to being considered for employment, but will assist us to take due care in assessing placement should you be the successful applicant.

HEALTH			
To the best of your knowledge, do you have a medical condition, injury or disability that would impact your ability to undertake the duties of the position you applied for? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If "yes", please provide details of condition:			
WORKER'S COMPENSATION CLAIM			
Have you ever made a Worker's Compensation Claim? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If "yes", please describe claim details (e.g. year of injury, what type of injury, company worked for, period of time off work, etc.):			
Year of Injury	Type of Injury	Name of Company	Period of time off work
Are any claims still current? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If "yes", please provide details of current claims:			
CRIMINAL CONVICTIONS			
Have you ever been convicted of any offence in any court, or are you currently subject to any charges pending before court, or the subject of an investigation before a tribunal? (You do not need to give details of any conviction which you have had declared spent under the "Spent Convictions Act 1988".) <input type="checkbox"/> Yes <input type="checkbox"/> No			
If "yes", please provide details:			
APPLICANT DECLARATION			
I declare that all the above statements and attached supporting information are true in all respects and consent that this information will be stored and used for the purposes of assessing suitability for employment. I understand that in providing referees I consent to them being contacted. I acknowledge that any statement which is found to be false or deliberately misleading will make me, if employed, liable for dismissal. (If submitting a hard copy, please sign and date. If emailing, please enter your name and date, we will consider this consent as described above.)			
Applicant's signature:		Date:	

POSITION DESCRIPTION

POSITION TITLE:	Rates & Debtors Officer – HR-PDA-011
DEPARTMENT:	Administration
LEVEL:	4
AWARD:	Shire of Yilgarn Enterprise Agreement 2017
STATUS:	Full - time
LOCATION:	Southern Cross

1. POSITION OBJECTIVES:

- 1.1. Efficient and effective delivery of Council's rates and property functions while ensuring compliance with the rating provisions of the Local Government Act 1995;
- 1.2. Collection of outstanding rates in accordance with Council's rate recovery procedure;
- 1.3. Maintain the rating system of the Shire of Yilgarn and to ensure that all rating tasks are carried out efficiently;
- 1.4. Provide a high standard rating service delivery in a helpful, efficient and courteous manner;
- 1.5. Coordinate and process all aspects of accounts receivable, including the collection of outstanding debtors.

2. GENERAL JOB RELATED INFORMATION:

- 2.1. You will be required to perform your duties at the Shire Administration Office, or elsewhere as reasonably directed by the employer.

3. KEY DUTIES AND RESPONSIBILITIES:

- 3.1. Rates Billing & Processing
 - 3.1.1. Maintain the rates book including processing changes of ownership details;
 - 3.1.2. Maintain and process re-valuations on properties as advised by the Valuer General's Office and Landgate;
 - 3.1.3. Assist the Finance Manager with the preparation of Interim Rate Notices for properties that have received new valuations;
 - 3.1.4. Provide relevant information to the Valuer General's Office and Landgate;
 - 3.1.5. In consultation with the Finance Manager coordinate the production and dispatch of Annual Rates Notices in a timely and accurate manner, ensuring compliance with all statutory obligations;
 - 3.1.6. Ensure that Rates Instalment Reminder Notices are sent out in the required time frame, ensuring compliance with all statutory obligations;
 - 3.1.7. Ensure that all Interim Rate movements for the year are fully reconciled to the property database at all times and that monthly reports evidencing the successful completion of this task are submitted to the Deputy Chief Executive Officer for review;
 - 3.1.8. Run the outstanding rates interest calculation processes on a monthly basis and reconcile all movements in the associated debtor account;

- 3.1.9. In consultation with the Finance Manager reconcile the Rates Ledger to the General Ledger on a monthly basis and produce Rate Receipt Statement for Council;
 - 3.1.10. Ensure that pensioner rebates are claimed from State Revenue monthly;
 - 3.1.11. Assist ratepayers with the setup of direct deposit payments;
 - 3.1.12. Assist the Finance Manager to run all end of year Rates processes including balance rollovers and pensioner entitlement write-backs in a timely and accurate manner;
 - 3.1.13. Any other duties as directed by the Finance Manager or the Executive Manager Corporate Services.
- 3.2. Rates Debt Collection
- 3.2.1. Coordinate the Shire of Yilgarn's debt collection processes in regards to rates and charges in accordance with Council Policy and make recommendations to the Finance Manager or the Executive Manager Corporate Services on recovery action for outstanding rates;
 - 3.2.2. In consultation with the Finance Manager, issue Final Notices in accordance with Council Policy. If rates and charges remain outstanding thereafter, further action must be authorised by the Chief Executive Officer.
- 3.3. Property Database Liaison & Information Sharing
- 3.3.1. Liaise appropriately with staff, Ratepayers, Valuer General's Office, Office of State Revenue, Real Estate Agents and Settlement Agents on relevant financial administration issues;
 - 3.3.2. Prepare correspondence in conjunction with the Finance Manager for presentation to the Chief Executive Officer to respond to ratepayer correspondence in regards to rates and charges to effect outcome driven solutions to matters raised.
- 3.4. Debtors
- 3.4.1. Process and issue Invoices/Credit Notes to debtors;
 - 3.4.2. Complete monthly debtor's reconciliation;
 - 3.4.3. Provide service and assistance to all customers requiring copies of Invoices;
 - 3.4.4. Coordination and administration of collection of debts, including issuing of overdue notices;
 - 3.4.5. Liaise with the Executive Manager Corporate Services and Finance Manager in regards to further action to be taken for the recovery of outstanding accounts.
- 3.5. Customer Service
- 3.5.1. Treat all customers with professionalism, dignity and respect;
 - 3.5.2. Respond to telephone calls, reception enquiries and refer to appropriate officers;
 - 3.5.3. Assist with the processing of Transport Licencing, TransWA ticket sales and receipting of other Shire documents.
- 3.6. General Duties
- 3.6.1. In the absence of other employees on leave, it will be a requirement of this position to relieve in such positions subject to required knowledge of the particular position;
 - 3.6.2. Any other duties consistent with the level of this position and the principles of broad banding.

4. ORGANISATIONAL RELATIONSHIPS:

- 4.1. Responsible to
Finance Manager
- 4.2. Supervision of
None
- 4.3. Liaison
- | <u>Internal</u> | <u>External</u> |
|--------------------------------------|-------------------------|
| Executive Manager Corporate Services | Rate payers |
| Chief Executive Officer | General Public |
| Management | Valuer General's Office |
| Other staff and employees | Landgate |

5. OCCUPATIONAL SAFETY AND HEALTH:

The following are your responsibilities to ensure that a safe and health work environment is maintained:

- There is an obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- To observe all safe working practices as directed by the supervisor and use of personal protective equipment as provided.
- Report ALL accidents, incidents, near misses and hazardous situations arising in the course of work.

6. EXTENT OF AUTHORITY:

- 6.1. Works under direct supervision and work outcomes are regularly monitored by the Finance Manager;
- 6.2. Responsible for checking own work to ensure accuracy and good presentation.

7. SELECTION CRITERIA:

- 7.1. Essential
- 7.1.1. Demonstrated high level administrative and financial experience;
 - 7.1.2. Ability to work under pressure whilst exercising initiative, judgement and enthusiasm and to plan and prioritise work to achieve required outcomes;
 - 7.1.3. Demonstrated ability to apply attention to detail and accuracy of work;
 - 7.1.4. Demonstrated ability to handle private, confidential and sensitive information;
 - 7.1.5. Sound communication, interpersonal and negotiation skills;
 - 7.1.6. High level of computer literacy and keyboard skills, with an emphasis on spread sheet applications;
 - 7.1.7. Hold a current WA "C" class driver licence;
 - 7.1.8. Provision of a National Police Clearance (no older than 3 months).
- 7.2. Desirable
- 7.2.1. Demonstrated experience in local government property and rating systems, including knowledge and understanding of policies and procedures;

- 7.2.2. Understanding or experience in Local Government environment including a sound knowledge of Council's organisational structure and functions;
- 7.2.3. Knowledge of a financial management system, preference being ITVision SynergySoft.

8. TRAINING:

The Shire of Yilgarn will provide occupational training and development opportunities to the successful applicant including the costs of attending appropriate training.

9. PERFORMANCE REVIEWS:

- 9.1. Reviews shall be conducted annually on the following Key Performance Indicators:
- 9.1.1. Quality of Work
 - 9.1.2. Quantity of Work
 - 9.1.3. Relationships with people
 - 9.1.4. Initiative
 - 9.1.5. Meeting work deadlines
 - 9.1.6. Decision making
 - 9.1.7. Commitment and attitude
 - 9.1.8. Supervising/Managing work or others (if applicable)

10. SALARY PACKAGE DETAILS:

Current Hourly rate = \$25.87	\$
Cash Component	51,119
Annual Leave Loading @ 17.5%	688
Superannuation Guarantee @ 9.5%	4,856
Council Superannuation @ 5.5% (subject to matching contribution)	2,812
Housing Allowance	3,120
Uniform Allowance	400
TOTAL PACKAGE	62,995