

# Position Description

<b>Position Title</b>	Rates & Receivables Officer
<b>Position Number</b>	ASCO02
<b>Directorate</b>	Corporate Services
<b>Business Unit/s</b>	Finance Services
<b>Reports to</b>	Rate & Receivables Officer
<b>Classification</b>	Level 6 – Inside Workplace Agreement

## Organisational Overview

The City of Stirling is located eight kilometres north of Perth’s central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 243,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1500 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

## Organisational Vision, Mission Statement and Values

### Vision

A sustainable City with a local focus.

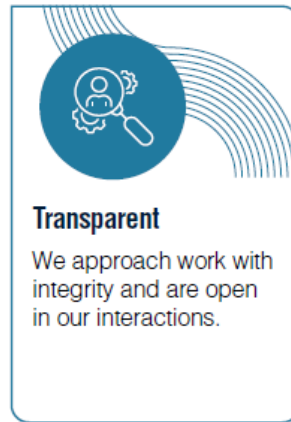
### Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

### Values

The City of Stirling’s core values are:

- Approachable
- Responsive
- Transparent
- Innovative



## Reporting Relationships

This position reports to the Rates Services Team Leader.

## Business Unit Objective

The Business Unit provides a range of financial services to the Council and City of Stirling Community. Those services include Rates Services, Accounts Receivable, Investment and Funds Control, Expenditure Processing, Budget Coordination, Management and Statutory Reporting and Purchasing and Contracts administration.

## Position Overview

- Maintain the City's Property and Rates records.
- Maintain Accounts Receivable functions such as waste management, commercial bins, fines and costs, recoverable works, City leases, leased utilities, sundry debtors, and underground power.
- The accurate and timely processing of all invoicing to customers, based on specific customer requirements.
- To provide a high level of quality customer service and assistance to the public with rating queries.
- Maintain the City's Property and Rates records.

## Position Objectives

Under the broad supervision of the Rates Team Leader ensures the City's policies for providing Orders and Requisitions to clients are correctly implemented.

### Principal Duties

- Develop efficient and consistent function to manage high volume of transactions across the Rates, Accounts Receivable other City debtors.
- High attention to detail and ability to follow through with requests for information or other tasks assigned are essential.
- Strong MS Office Skills with advance MS excel skills.
- Analytical skills, ability to identify discrepancies and ensure accuracy.

## Other Responsibilities

- Process Orders and Requisitions requests in a timely manner and supply all requested property-related information on a 2-3 day turn-around basis if possible.
- Provide information regarding rating, concessions, and electoral roll matters.
- Liaise with debtors regarding unpaid Underground Power rates and other debtor accounts.
- Verify ownership queries by title search.
- Liaise with Settlement Agents regarding overdue accounts which remain outstanding after settlement.
- Direct entry of information as required into computer systems.
- Identify accounts in credit, determine the reason for the credit and refund the amount as appropriate.
- Liaise with ratepayers regarding unpaid accounts.
- Assist or relieve other Rates Officers as required.
- Creating and Processing of Direct Debits & credit card payments.
- Refer defaulting rate debtors for legal action.
- Assist with the debt recovery, letters of demand, Claims, Means Inquiry Hearings and Notice of Discontinuance.
- Action and process applications on the City's external portal.
- Assist in processing new and amended property valuations as received and apply for those which are not automatically supplied. Adjust rates according to amended valuations and issue notices and statements as necessary.
- Processing and presentment of interim rate accounts.
- Prepare input data for changes of address and/or ownership of properties, and issue rates statements as necessary.
- Action Data Integrity checks as per Data Integrity File.
- Assist with Bin notices.
- Establish and maintain all records of City rubbish bin services.
- Raise charges and issue accounts for City rubbish bin services.
- Maintenance of underground power system and processing of annual instalment notices.
- Obtain credit reference checks on potential waste management services.
- Assist with interim rating of underground power.
- Assist with applications for pensioner rate concessions and implement the legitimate deferment of rates or the granting of rebates.
- Process pensioner rebates from State Revenue and reconcile records.
- Liaise with the Office of State Revenue and Water Corporation in relation to pensioner rating matters.
- Raise accounts for on demand rubbish removal and other waste management services.
- Administer commercial waste management services accounts.

- Assist in preparing and amending drivers run sheets for all bulk bins services and raise accounts within proclaim.
- Assist in raising accounts for on demand rubbish removal.
- Develop and provide custom reporting ad hoc for Commercial Waste.
- Maintenance of templates for automated import of invoices into Property.
- Develop and maintain bespoke reports for Rates & Receivables.
- Work with Data Analysis Team to support the Rates Data modelling.

## Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Perform other duties as directed.

## Selection Criteria

Qualifications/Education Level	
A minimum of Year 12 educational qualifications.	Essential
Knowledge, Skills, Experience & Abilities	
Good understanding of rating system principles and practices.	Desirable
Ability to extract data from computerised information storage and retrieval system.	Desirable
Good oral and written communication skills.	Essential
Moderately complex numeracy skills.	Desirable
Advanced skills using MS Office Suite (Word, Excel, Outlook, PowerPoint).	Desirable
Sound clerical background involving financial concepts.	Desirable
Experience with a Local Government Property Rating System.	Desirable
Experience in a computerised work environment.	Essential

Other	
National Police Clearance (under 3 months).	Essential

**Office use only**

Position Creation Date	Date	Officer	
Last reviewed/Modified	Date	Officer	Service Lead Rates & Receivables
	December 2025		