

Position Title

Customer Service and Rates Officer

Award Classification

Dorset Council Enterprise Agreement 2025, or any applicable Agreement that replaces it.

Date Reviewed

25 February 2026

Our Vision

An inclusive, thriving and connected community.

Our Values

Leadership

We lead by example through our behaviours and approach to work. We are a proactive advocate for the community, and engage with the community in determining and driving a vision for Dorset.

Creative Thinking

We create a solution-based environment that challenges the status quo and encourages innovation.

Customer Service

We meet our service standards in a professional and responsive manner.

Engagement

We communicate openly and encourage the active participation of the community.

Respect

We treat each other with mutual respect.

Financially Responsibility

We deliver services to the community in a sustainable & strategic cost effective way.

Our values influence our interaction with each other and our customers. We reinforce our corporate values during recruitment, induction and management of our people.

Position Objectives

- To provide frontline customer service in an efficient, resourceful and professional manner;
- To ensure the timely administration and maintenance of Council's Property & Rates system in line with the *Local Government Act 1993* and Council's Rates and Charges Policy;
- To administer Council's debt management and recovery function; and
- To provide backup assistance for core functions across Council as required.

Key Responsibilities and Performance Requirements

Customer Service

- Provide exemplary frontline customer service to both external and internal customers and promote Dorset Council as customer-focused by ensuring that customers are assisted efficiently, courteously, and in accordance with Council's Customer Service Standards and Customer Service Charter;
- Demonstrate a courteous disposition and a friendly, positive, and helpful demeanour; and
- Provide reception, telephone, and cashiering services to customers as required and be the primary backup for full reception duties during periods of leave or unavailability.

Rates Administration

- Raise and distribute rates notices (initial, instalment reminders, and final notices), supplementary notices, and notice reprints;
- Coordinate end-to-end Pensioner Rate Remissions including producing and reconciling Centrelink verification files and submitting claims with the State Revenue Office and State Fire Commission;
- Administer end-of-period rates module processes;
- Coordinate Council debt management and recovery processes in line with Council's Rates and Charges Policy, including administering rate payment and debtor arrangements internally and liaising with external debt recovery agencies as required; and
- Process rates remissions in accordance with Council's Rates and Charges Policy or any relevant resolution of Council.

General

- Maintain confidentiality and a high level of integrity in regards to Council business;
- Maintain a working knowledge of legislative requirements and Council's policies, processes, and procedures that relate to the duties in this position description;

Key Responsibilities and Performance Requirements

- Provide backup assistance for core administrative functions across Council as required, including but not limited to, Corporate Services, Development Services, and Works and Infrastructure;
- Undertake or contribute to ad hoc projects that are relevant to the scope of the role and with a negotiated project scope;
- Demonstrate a proactive approach to professional development by seeking and engaging in opportunities to build role relevant skills and knowledge;
- Comply with and promote compliance with Council’s policies and procedures and any reasonable and lawful direction given by a leader in relation to the same;
- Comply with any direction or education provided by Council to safeguard the safety and well-being of vulnerable individuals, including children and young people.
- Perform duties in a manner that is without an unacceptable level of risk to your own health, safety, and productivity or to that of others; and
- Perform other duties as reasonably directed by the Administration Supervisor that are within the scope of the role and appropriate to the employee’s level of training, experience, and skills.

Organisational Relationships

Reports To

- Administration Supervisor

Internal Liaisons

- Management Team
- Council Employees
- Councillors

External Liaisons

- Community Members
- Various Government Departments
- Private and Professional Organisations

Accountability, Authority, Judgement and Decision Making

- Authority and responsibility to carry out all functions, duties and responsibilities in accordance with Dorset Council’s requirements of the Customer Service and Rates Officer.
- Accountable to the Administration Supervisor for the performance of duties.

Skills and Knowledge

Essential

- Well-developed oral and written communication skills with customers, other employees, and members of the public;
- Ability to effectively deal with distressed or agitated customers, diffuse escalated situations, and resolve problems or implement steps for resolution;
- Ability to follow regimented, end-to-end processes with demonstrated accuracy and keen attention to detail;
- Demonstrated proficiency in literacy, numeracy, and precision;
- Ability to quickly learn new information, processes, and procedures;
- Ability to determine priorities and organise work to meet objectives with limited supervision;
- Ability to work autonomously under broad direction, guidelines, and policies;
- A flexible approach with the ability to work on multiple tasks simultaneously, handle frequent interruptions, and shift attention as needed; and
- Demonstrated ability to meet deadlines, determine priorities, and organise work to meet team and organisational objectives.

Desirable

- Previous experience in a finance role and/or Rates Officer role within Local Government;
- Knowledge of debt management processes;
- Experience using Authority software or other rating software; and
- Experience operating a telephone switchboard.

Qualifications and Licenses

Desirable

- Qualification in Business Administration or similar.

Personal Attributes

- Strong commitment to organisational goals and customer service;
- Demonstrated capacity to promote a positive image for Council through behaviour and services provided;
- ‘Can-do’ attitude and willingness to learn;
- Ability to build and maintain co-operative relationships; and
- High motivation with the ability to work in a team environment.

I, _____ (*name*) have read and understood my position description and agree to perform my role in accordance with the objectives, responsibilities and performance requirements set out in this position description.

Employee Signature: _____ Date: _____