

Information Pack

Rates Officer

Permanent, Full-time

Your application must be lodged online – [City of Rockingham Jobs List](#)

Applications must be received by **16:00** on **Monday 28 September 2026**.

In the interests of fairness and equity, late applications WILL NOT BE ACCEPTED

The City reserves the right to close applications early, should it consider a suitable pool of candidates have been received. This means the position may close without notice. If you are interested in the position, we highly recommend that you apply as soon as possible.

If you identify as a person with disability and require adjustments throughout the recruitment and selection process, please contact the Recruitment Team via email at jobs@rockingham.wa.gov.au or phone 08 9528 0333. We're happy to discuss options to assist you e.g. we can provide alternate formats for application forms, or alternate methods of applying.

Employment Conditions

Location	Administration Building, Civic Boulevard, Rockingham
Agreement	City of Rockingham Industrial Agreement 2024, or its successor
Gross Salary	\$86,797 to \$92,879 per annum (Depending on experience)
Tenure	Permanent, Full Time
Hours of Work	An average of 38 hours per week, worked Monday to Friday. The City offers flexible working hours, enabling employees to work a 19-day month (ie 152 hours worked over 19 days, with the 20 th day rostered off). Other options may be discussed and agreed with the work area Manager.
Superannuation	12% plus the opportunity to co-contribute up to 5%
Annual Leave	Four weeks per annum
Sick Leave	76 hours per annum, accrued on a monthly basis
Long Service Leave	13 weeks of long service leave after 10 years of continuous local government service, transferable between all Local Government Authorities in Western Australia
Probationary Period	Three months
Integrity assessments that form part of our recruitment process	If your application progresses beyond interview you will be required to: • Provide referee details so we can conduct reference checks; at least one referee must be a current or immediate past supervisor or manager. We do not contact your referees until you give us consent to do so. • Obtain a National Police Check – this is an online process and you will be contacted by our provider. The cost of the check is paid by the City. A prior conviction is not an automatic barrier to employment with the City. The Human Resource Development team and Director will assess each case on merit and give approval for the recruitment process to continue, or not. • Participate in a medical assessment (including a drug and alcohol screen); the cost of this will be met by the City.

Position Description



Title:	Rates Officer
Tenure:	Permanent, Full time
Division:	Corporate Services
Level:	4 Industrial Agreement General Classification

RESPECT – our Values Statements

Recognition – We encourage positive feedback, recognising and celebrating each other's contribution and achievements, no matter how small

Ethics – We know the difference between right and wrong, and recognise the importance of honesty and ethical behaviour

Service – We always aim to deliver excellent service to our customers, stakeholders and fellow staff

Professional Development – We commit to learning and training activities that assist our personal and professional development, and create pathways for promotion within the organisation

Empowerment – We make considered and informed decisions supported by training, encouragement and being able to learn from our experiences

Communication – We expect to be kept informed about important issues and we commit to always listening, asking questions and sharing information

Teamwork – We work together both within and across teams, help out whenever we can, and understand that it's not just about 'our team'



Position Objectives

Assist in the provision of an effective Rates system including maintaining accurate property records and timely revenue collection.

Organisational Relationships

Reporting to:	Rates Coordinator
Responsible for:	Nil
Membership of:	Financial Services
Liaison with:	Managers, City of Rockingham teams, City of Rockingham residents and Rates customers and clients

Organisational Chart

Manager Financial Services
Financial Controller
Rates Coordinator
Rates Officer

Key Responsibilities

Rates

- Process all facets of the interim rating functions in accordance with the Local Government Act and Regulations and Council policies and procedures
- Maintain accurate and up- to-date property records
- Process account enquiries and change of ownerships on a daily basis
- Process pensioner rate concessions and rebate claims
- Liaise with the Valuer General's Office in respect to property valuations
- Maintain rates valuation register
- Communicate and liaise with the public regarding any rates related matters
- Maintain rating information on the creation of new strata lots and units
- Extract parcels from the property system and import them into rates, reclassify the properties and allocate assessment numbers
- Follow up outstanding debts and ensure the debt collection process is adhered to
- Assist in establishing the applicable mechanisms to levy ESL, Pool and Waste charges
- Maintain the Direct Debit module, process all direct debit payments and deal with customer enquiries in relation to direct debits
- Assist the Rates Coordinator on a daily basis

Customer Services

- Foster, advocate and implement the City's Customer Service Commitment
- Through the delivery of outstanding service, establish a reputation of customer service excellence throughout the organisation

Corporate Compliance

- Maintain safe and compliant work practices in accordance with the City's Code of Conduct, Work Health and Safety (WHS) legislation, Risk Management, Contract Management, Project Management, Procurement and Recordkeeping Frameworks and all other relevant Council policies, standards and procedures
- Identify and report on operational risk in accordance with the Risk Management Framework
- Demonstrate a commitment to WHS and the assessment/management of safety risk that is consistent with the WHS Roles and Responsibilities Framework

General

- Foster, advocate and implement the City's RESPECT Values Statements
- Perform other duties as directed when appropriate to the scope and level of this position

Requirements of the Job

Skills and Knowledge

Essential

- Strong written and verbal communication skills
- Sound numeracy skills
- Sound interpersonal and public relations skills
- Good computer literacy including Microsoft Excel and Word

Desirable

- Developing knowledge of rating and valuation systems

Experience

Essential

- Demonstrated finance related experience
- Demonstrated customer service experience

Desirable

- Working experience in rating and valuation processes
- Previous experience in Local Government sector

Qualifications, Certifications and Licences

Essential

- Police Clearance

Desirable

- Completion or commenced a finance related qualification

Scope of Position

The Rates Officer position:

- Works under general supervision of the Rates Coordinator
- Prioritises own work to ensure all tasks are performed within a satisfactory timeframe
- Exercises initiative and/or judgement within clearly established procedures and guidelines

Certification

Approved by	Manager Financial Services	Date reviewed	September 2026
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Submitting Your Application

The following information will assist you in preparing your application. All applications are reviewed by a selection panel which determines the candidates who are the strongest overall match to the requirements of the position. The selection panel will base its decision on the information you provide.

Canvassing of elected members will eliminate you from the recruitment process.

Curriculum Vitae or Resume (Required)

This summarises your work history and should start with the most recent or current position. You should include employment dates (months), details of duties, and highlight your achievements in each job.

You should also include your qualifications and training achievements. Be sure to include any study you are currently undertaking and membership of professional bodies.

It is also beneficial to outline any activities you have undertaken outside of work that are relevant to your application.

Selection Criteria

As part of your application please address the criteria outlined in the **Requirements of the Job** section of the Position Description and demonstrate how your skills, knowledge and experience meet these requirements.

Covering Letter (Required)

Please include a covering letter, summarising your application and emphasise your strengths and achievements that are relevant to the role.

Referees

Please provide names, work addresses and contact telephone numbers of two referees.

Only referees who are able to comment on your work experience (preferably against the Requirements of the Job) should be included.

Referees should be contacted for approval before listing them in your curriculum vitae. It is preferable that at least one referee be a current or recent supervisor/manager.

Qualifications, Certificates, References, etc.

Please do not send original documents. You may attach photocopies of relevant qualifications, certificates, references, etc. to your application.

If you are the successful candidate, we will need to sight original qualifications and/or verify conferral of the qualification.

Some positions require you to have a current Working With Children Check; this will be stated in the **Requirements of the Job** section of the position description. You must pay for the Check, and the City will not reimburse costs.

If you have any queries

Please contact a member of the Human Resource Development Team.

jobs@rockingham.wa.gov.au or (08) 9528 0333.
