



Rates Officer



Fixed Term (1 year) full-time

Salary \$77,945 - \$93,930 per annum + 12% super

Benefits

- **Health and Wellbeing program**
 - **Superannuation co-contribution options**
 - **17.5% leave loading**
 - **Access to Fitness Passport**
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Organisational Overview

Join a future-focused team that values smart strategy, clear reporting, and well-run assets, all while balancing commercial insight with genuine community outcomes. With strong systems and a culture of trust and ownership, this is where local government meets meaningful enterprise. Based in the heart of Walyalup (Fremantle), Working at the City of Fremantle, you'll benefit from flexible work options and a strong focus on outcomes.

The Revenue team is looking to recruit a skilled Rates Officer with experience in a rating role to provide maternity leave cover on a 1-year fixed term contract. The Rates Officer is responsible for providing administrative support for the rates area within the revenue team, by being the focal point of contact for customers (internal and external). This ensures continuity and good customer service experience for our ratepayers. The City is open to considering a part-time role for suitable applicants.

Key Responsibilities

- Assist and respond to telephone and written enquiries.
- Process changes of ownership and rates statements for property settlements.
- Process pensioner and senior rebate applications and claims processes including reconciliations.
- Process pensioner deferred claims and reconciliations.
- Process changes of addresses and ensure the accuracy of the property and rating database including Names and Addresses.
- Follow up on outstanding accounts and credit balances and prepare refunds as required.
- Ensure the accuracy of owner occupier records for elections.
- eNotices – download and action reports and bounced back reports.
- Assist in the review of procedures and processes.
- Process Direct Debit applications

To be considered for this position, you will need

- Sound verbal and written communication skills and interpersonal skills.
- Experience and knowledge in previous Rating Officer role or similar.
- Excellent analytical skills and a high level of accuracy.
- Ability to juggle multiple priorities and work under pressure.
- High computer literacy.
- Desirable – Experience and knowledge of Technology One property and rating system.
- Desirable – A thorough understanding of the Local Government legislation for rating.

The City of Fremantle promotes a workplace that actively seeks to include, welcome and value unique contributions of all people. The City encourages people of all ages, genders, and abilities, Aboriginal Australians and people from culturally diverse backgrounds to apply for this job.

If you have any access needs that may require reasonable adjustments to allow you to fully participate in the application and interview process, please get in touch with the contact below. If you are an Aboriginal person or a person with a Disability who would like assistance with your application, please contact the Jobs and Skills Centre on 136464.

Application Instructions

Click Apply to be directed to our website and submit your application. Navigate to Job Attachments to view position description and Application Instructions.

Applicants should provide a current curriculum vitae and a two-page (maximum) cover letter in .pdf format. You do not need to address the selection criteria. Your CV and cover letter should demonstrate how your skills and experience make you a suitable candidate for the advertised position. The estimated closure date is **5pm on Sunday October 18** but we reserve the right to close the ad prior to this date.

To discuss this opportunity in more detail please contact **Natalie Hett** on natalieh@fremantle.wa.gov.au

Applicants must have the right to work in Australia.

The City of Fremantle acknowledges the Whadjuk people as the Traditional Owners of the Walyalup/ Fremantle area, and we recognise their cultural and heritage beliefs are still important today.

