



# Employment Application Pack

Position Title:	Rates and Property Officer
Vacancy Reference Number:	VRN24/25-107
Department:	Corporate and Community Services
Location:	Biloela
Employment Status:	Full Time, Permanent
Remuneration:	LGIA Stream A Award Level 3 \$78, 640.42 - \$83, 242.44
Recruitment Commences:	11 June 2025

## TO APPLY

Submit the following documentation via email or in person:

- Application for Employment
- Cover Letter
- Resume
- Copies of any relevant Qualification/Tickets/Licences **are** required to be submitted (please also include details in the application form)

*Your cover letter should outline qualifications, education and licences as well as abilities, skills and knowledge found on page two of the position description. Ensure you provide relevant examples where you have demonstrated your ability to perform the duties and responsibilities required in the position description.*

Email: [enquiries@banana.qld.gov.au](mailto:enquiries@banana.qld.gov.au)

In person: Banana Shire Council Administration Office, 62 Valentine Plains Road, Biloela

# BANANA SHIRE COUNCIL APPLICATION FOR EMPLOYMENT

APPLICANT DETAILS							
POSITION APPLYING FOR: Rates and Property Officer					VRN 24/25-107		
FAMILY NAME:					GIVEN NAME(S):		
TITLE: <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other _____							
MAILING ADDRESS:					MOBILE NO:		
POSTCODE:					TELEPHONE NO:		
EMAIL ADDRESS:							
IN ORDER FOR BANANA SHIRE COUNCIL TO MONITOR ITS ADVERTISING, COULD YOU PLEASE INDICATE WHERE YOU SAW THIS POSITION ADVERTISED?							
<input type="checkbox"/> Facebook		<input type="checkbox"/> SEEK		<input type="checkbox"/> LinkedIn			
<input type="checkbox"/> Newspapers _____		<input type="checkbox"/> Posters/Mail outs		<input type="checkbox"/> The Australian Local Government Job Directory			
<input type="checkbox"/> Banana Shire Council Website		<input type="checkbox"/> On-line (Please specify website) _____					
ELIGIBILITY TO WORK IN AUSTRALIA (Originals must be presented upon, or prior to, commencement of employment as requested by Council)							
Are you an Australian/New Zealand citizen or Permanent Resident? Yes <input type="checkbox"/> No <input type="checkbox"/>							
If no, do you have a working visa? (Please specify type). Yes <input type="checkbox"/> No <input type="checkbox"/>							
LICENCES (Originals must be presented upon, or prior to, commencement of employment as requested by Council)							
Class of Licence:	<input type="checkbox"/> Car (C)	<input type="checkbox"/> LR	<input type="checkbox"/> MR	<input type="checkbox"/> HR	<input type="checkbox"/> HC	<input type="checkbox"/> MC	<input type="checkbox"/> RE/R
<input type="checkbox"/> Open		<input type="checkbox"/> Provisional		<input type="checkbox"/> Learners			
Licence issued in	<input type="checkbox"/> Queensland		<input type="checkbox"/> Another State/Territory		<input type="checkbox"/> Another Nation		
PLANT OPERATOR TICKETS (Originals must be presented upon, or prior to, commencement of employment as requested by Council)							
Please list the <b>current</b> Plant Operator Tickets you possess ( <b>Please provide details on a separate sheet if necessary</b> ):							
BLUE CARD (Originals must be presented upon, or prior to, commencement of employment as requested by Council)							
Do you possess a Blue Card issued by the Commissioner for Children and Young People and Child Guardian? <input type="checkbox"/> Yes <input type="checkbox"/> No							
WHITE CARD (Originals must be presented upon, or prior to, commencement of employment as requested by Council)							
Do you possess a White Card (QLD General Safety Induction [Construction Industry] Certification)? <input type="checkbox"/> Yes <input type="checkbox"/> No							
QUALIFICATIONS (Please provide details on separate sheet if more than one qualification is held)							
Level of Qualification: <input type="checkbox"/> Masters <input type="checkbox"/> Post Graduate <input type="checkbox"/> Degree <input type="checkbox"/> Diploma <input type="checkbox"/> Certificate/Trade <input type="checkbox"/> School							
Course Name:					Year qualification obtained:		
Educational institution where qualification attained: <input type="checkbox"/> University <input type="checkbox"/> TAFE <input type="checkbox"/> Other Training Centre <input type="checkbox"/> School							
Name of institution: _____ Country (If outside Australia): _____							

## REASONABLE ADJUSTMENTS

Should you be shortlisted, are there any considerations that Council needs to be aware of in order to make reasonable adjustments?  
Yes ☐ No ☐

If yes, please state details:

## WORK RELATED REFEREES

Name: \_\_\_\_\_ Mobile phone No: \_\_\_\_\_

Organisation: \_\_\_\_\_ Business phone No: \_\_\_\_\_

Name: \_\_\_\_\_ Mobile phone No: \_\_\_\_\_

Organisation: \_\_\_\_\_ Business phone No: \_\_\_\_\_

## EMPLOYMENT HISTORY (Mandatory)

Employer	Length of service	Year service completed	Summary of duties	Business phone no.

I hereby grant Banana Shire Council Human Resource Business Partner permission to contact the payroll department of the above-mentioned Employer to confirm the following:

1. Length of Service
2. Position Title held at time of resignation

## PERMISSION/DECLARATIONS

- To avoid any potential conflict of interest in appointing an independent interview panel, please advise if you have an association with or connection to current members of staff. Note: this information is confidential and will only be used to select an independent interview panel.

☐ Yes ☐ No

If yes, please indicate persons you have an association with: \_\_\_\_\_

- I certify that all answers and statements on this application form and any attachments thereto are true and complete to the best of my knowledge. I understand that, should I provide untruthful or misleading information, this application may be rejected or my employment with Council subsequently terminated.
- I agree to complete the health declaration form and agree to a medical examination with Council's nominated medical practitioner if required.
- I authorise Council to conduct police search checks for any offences that may be recorded against me. I understand that an adverse result may affect my employment or potential employment opportunities with Banana Shire Council.
- I authorise Council to contact my listed referees and the employer's payroll department for employment purposes only.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## PRIVACY COLLECTION NOTICE:

**The personal information gathered by Banana Shire Council on this form is for recruiting purposes only and will not be used for any other purpose or given to any other party unless you have consented, or Council is required or authorised by law to do so.**

*Thank you for applying for this position. Council welcomes copies of supporting documentation and your resume, however original documents and presentation folders will not be returned.*

# Rates and Property Officer POSITION DESCRIPTION

## POSITION DETAILS

Position Title:	Rates and Property Officer		
Classification:	Level 3	Position Status:	Full Time, Permanent
Employment Conditions:	Queensland local Government Industry Award (Stream A) – State 2017 Banana Shire Council Certified Agreement 2024		
Department:	Corporate and Community Services	Location:	Biloela
Reports to:	Coordinator – Rates	Number of reports:	0

## ABOUT COUNCIL

### Our Vision

“Shire of Opportunity”

To improve the quality of life for our communities through the delivery of efficient, effective and sustainable services and facilities.

### Our Mission

Our Council is committed to promoting and striving for continuous improvement in all that we do, for the benefit and growth of the whole of our Shire.

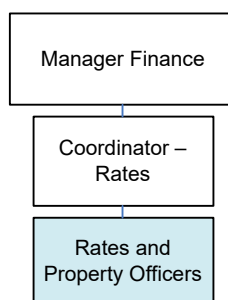
### Our Values

- Advocacy for our people
- Effective and responsive leadership
- Integrity and mutual respect
- Honesty, equity and consistency in all aspects of Council's operations
- Quality of service to our citizens
- Work constructively together, in the spirit of teamwork
- Sustainable growth and development

## GENERAL POSITION INFORMATION

To accurately and efficiently maintain Council's property and rating system and to assist with the issue of rate notices and timely collection of outstanding rates related debts, whilst providing high level customer service to all customers.

## ORGANISATIONAL REPORTING ARRANGEMENTS





## DUTIES AND RESPONSIBILITIES

- Respond to enquiries from internal and external customers promptly and professionally
- Maintain Council's rating, water billing and property records, to ensure accuracy of information
- Process rate searches and special water meter reading requests from legal practitioners
- Process applications for pensioner rebates subsidy eligibility claims
- Conduct rate searches and telephone searches
- Prepare and monitor payment commitments
- Assist with debt recovery, by assisting customers to set up payment commitments
- Prepare correspondence in relation to all property maintenance as required
- Process property record changes and adjustments in accordance with QVAS reports
- Reconcile land valuation data
- Liaise with Council's Debt Collection Agency on accounts that have been referred for further recovery
- Work within the team in the calculation, identification and processing of supplementary rate levies as and when required
- Assist with the maintenance of rate charge controls and parameters prior to rates and water levies
- Assist the Rates Coordinator with the preparation, issue and collection of each Half-yearly Rates Levy
- Assist the Rates Coordinator with Sale of Land processes in accordance with legislation
- Contribute to the promotion of the image of the Council and the maximisation of good public relations
- Liaise with clients, other Council staff, the public, consultants, utility and government authorities in the performance of duties including providing and obtaining information
- Undertake routine administrative tasks as required by the position e.g. timesheets
- Assist senior staff to continuously improve work processes and develop new practices as required
- Participate in training, exercises and response to disaster management and recovery as required
- Undertake other relevant duties as directed, consistent with skills, competence and training.

## QUALIFICATIONS, EDUCATION AND LICENCE REQUIREMENTS

### Compulsory

- Certificate III in Business Administration and/or relevant equivalent experience
- Queensland class 'C' driver's licence (minimum requirement – provisional licence).

## ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

### Compulsory

- Proven experience in a high level administrative and/or customer service position including the ability to respond to customer requests efficiently
- Sound negotiation and conflict resolution skills and the ability to work under pressure when dealing with difficult customers in stressful situations
- High level of skill in keyboard, data entry and the MS Office suite of programs
- Proven high level attention to detail
- Proven ability to work effectively within a busy team; establish work priorities and manage changes to work schedules; meet deadlines; exercise sound judgement and initiative; and maintain confidentiality
- Well-developed oral and written communication skills
- Sound knowledge of and commitment to EEO and WHS principles and practices.

# Rates and Property Officer POSITION DESCRIPTION

## CORPORATE OBLIGATIONS

The Employee agrees to comply with the following:

- Workplace Health and Safety policies and procedures
- Customer service standards
- Council's Code of Conduct
- Council's Environment and Sustainability policy and procedure
- Human rights legislation, actively promoting its principles in all activities
- Human Resources policies and procedures
- Financial Management policies and procedures
- Records Management policies and procedures
- Disaster Management policies and procedures.

## SPECIFIC CONDITIONS/REQUIREMENTS

- The employee acknowledges that this role requires them to hold and maintain a class 'C' manual driver's licence and that the loss of licence may jeopardise employment with Council

## ACKNOWLEDGEMENT

This position description outlines the responsibility level of the role and the general nature of work to be performed in this role. Your Supervisor will facilitate training and provide guidance on the specific requirements of the role. By signing this document you understand this and commit to the corporate obligations and specific conditions/requirements of the role as listed above and understand that failure to comply may jeopardise your employment with Council.

Name:

Signature:

Date:



# Rates and Property Officer POSITION DESCRIPTION

Position Description Authorised by *Todd Sleeman*

Date originated: 4 May 2007

Date reviewed 5 June 2025

Please note: Director at the time of authorisation may differ from current Director. New approval is not required where only minor changes are made to the Position Description at review