



Shire of
Narrogin
Love the life



Employment Package

Rates Administration Support Officer

Your Career. Our Community. A Shared Future

SHIRE OF NARROGIN | WESTERN AUSTRALIA

Shire of Narrogin

About Narrogin

Located approximately two hours southeast of Perth, the Shire of Narrogin is a vibrant regional community in Western Australia's southern Wheatbelt, surrounded by rolling hills, natural woodlands and rich agricultural landscapes. Situated on the traditional lands of the Noongar people of the Gnaala Karla Booja region, Narrogin is home to approximately 4,500 residents and serves as a key commercial, agricultural and service centre for surrounding communities. Combining country charm with modern conveniences, Narrogin offers an appealing regional lifestyle with easy access to Perth and neighbouring towns.

Narrogin offers excellent healthcare, education, retail and recreational facilities, complemented by a welcoming community and a strong regional economy. As a major service centre, the town provides diverse employment opportunities across local government, healthcare, education, agriculture and business. Working with the Shire of Narrogin offers the opportunity to build a rewarding career, develop professionally and make a meaningful contribution to the community. With its balance of career opportunities, essential services and relaxed country living, Narrogin is an ideal place to live, work and grow.

A thriving regional community



Great location



Strong community



Lifestyle & recreation



Excellent services



Growing opportunities

Working with the Shire of Narrogin

Governed by a Council of seven elected members, including a publicly elected Shire President, the Shire of Narrogin is committed to delivering quality services, supporting community wellbeing and promoting sustainable regional development in accordance with the *Local Government Act 1995*.

As an Equal Opportunity Employer, the Shire fosters an inclusive and collaborative workplace guided by five core values: Accountability, Respect, Excellence, Trust and Teamwork. Our employees play a vital role in serving the community while enjoying opportunities for professional growth and work-life balance.

The Shire offers a range of benefits and opportunities, subject to position and employment eligibility, including:



Health and Wellbeing

Health and wellbeing programs, including confidential counselling support.



Rostered Days Off (RDO)

RDO and flexible working arrangements to support work-life balance.



Salary Packaging

Salary packaging options available for eligible employees.



Recreation

Discounted gym and swimming pool memberships at the Narrogin Regional Leisure Centre.



Superannuation

Up to 15% employer superannuation contributions (12% statutory plus up to 3% matching for eligible employees).



Professional Development

Training, professional development and study assistance.



Leave Entitlements

Annual leave loading and long service leave entitlements.



Career Opportunities

Career progression and internal advancement opportunities.

The Opportunity

This section outlines the position's key responsibilities, selection criteria, employment conditions and remuneration, together with information on the application process.

Position Overview

Position Title:	Rates Administration Support Officer
Department:	Corporate Services (Finance)
Responsible To:	Corporate Services Coordinator
Employment Type:	Full-Time / Part-Time
Hours of Work:	64 to 76 hours per fortnight
Award Level:	LGIA 2020 – NSI Award Level 4
Location:	Shire Administration Building

About the Role

The Shire of Narrogin has an excellent opportunity for a motivated and detail-oriented individual to fill the role of Rates Administration Support Officer.

This position provides administrative support in rate, property and finance functions, including maintaining accurate records, assisting ratepayers and supporting day-to-day functions. Training and development opportunities will be provided to build knowledge and skills in local government administration.

KEY RESPONSIBILITIES

- Assist with rates, property and general administrative duties.
- Maintain accurate ratepayer, property and financial records.
- Process payments, account adjustments, and payment arrangements.
- Assist with pensioner and senior concessions.
- Prepare rates correspondence, notices, and documentation.
- Support rates collection and annual rating activities.
- Assist with routine finance administration and reconciliations.
- Provide professional customer service and maintain confidentiality.

QUALIFICATIONS

- Current C-Class Driver's Licence and National Police Clearance.
- Experience in administration, customer service, or similar role.
- Good attention to detail, accuracy, and organisational skills.
- Competency in Microsoft Office and ability to learn new systems.
- Ability to manage tasks and meet deadlines.
- Willingness to learn local government rates and finance process.
- Local government or finance experience and knowledge of SynergySoft are desirable.

The Package

SALARY PACKAGE

Component	\$ Minimum (per annum)	\$ Maximum (per annum)
Salary*	\$51,910	\$51,910
Over Award Payment	\$9,445	\$12,310
Total Salary Payable	\$61,355	\$64,220
Superannuation @ 12%	\$7,363	\$7,706
Matching Superannuation @ 3 %	\$1,841	\$1,927
Leave Loading 17.5% (not payable to contract or casual employees)	\$826	\$865

ADDITIONAL BENEFITS

 Vehicle Provision**	 Housing Allowance	 Phone Allowance	 Uniform Allowance	 Gym Membership (full) 50% discount
N/A	N/A	N/A	\$350	\$606



Rostered Day Off

19-Day Working Month (One accrued rostered day off every four weeks)



Notes:

- * The package is calculated on a full-time wage of 76 hours per fortnight for a full year. Wages will be paid on actual hours worked.
- ** Unrestricted Private Use (radius of 250km) from Narrogin Townsite.

HOW TO APPLY

Application Requirements

- Current résumé.
- Cover letter outlining their interest and suitability for the position.
- Written response addressing the Selection Criteria in the Position Description.
- Contact details of at least two professional referees, preferably current or recent supervisors.
- Applicants must submit all required documents to be considered for the position. Candidates who demonstrate their suitability against the Selection Criteria may be shortlisted for an interview.

Pre-Employment Checks

The preferred applicant may be required to undergo qualification, identity and employment history verification, National Police Clearance, medical assessment and drug and alcohol screening.

Interviews

Applicants must provide a current phone number and email address. Shortlisted candidates may be invited to interview at the Shire Administration Office or the position's designated work location.

Equal Employment Opportunity

The Shire of Narrogin is committed to equal opportunity, inclusion and merit-based recruitment.

Application Submission and Enquiries

Email your application to hrpayrollofficer@narrogin.wa.gov.au. Applications will remain open until a suitable candidate is appointed.

For enquiries, visit www.narrogin.wa.gov.au or contact HR/Payroll Officer on (08) 9890 0900 or via email above.



Position Description

Rates Administration Support Officer

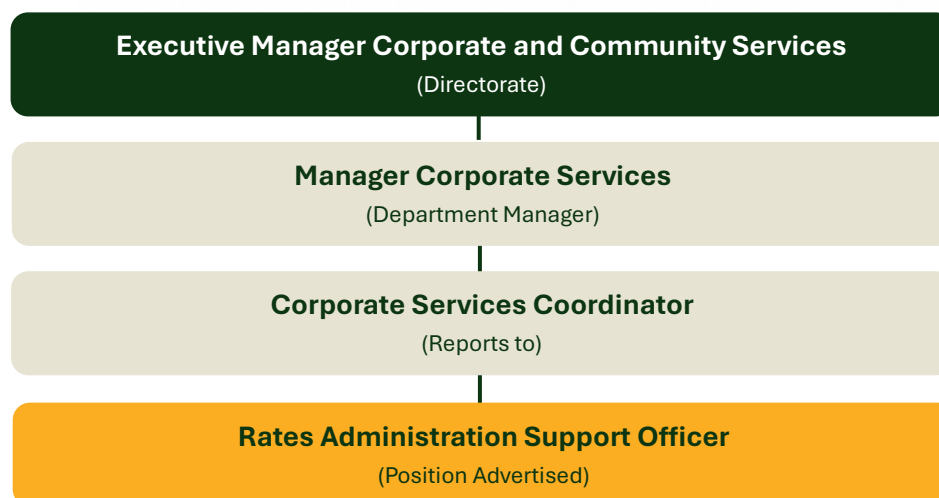
POSITION DETAILS

Position	Rates Administration Support Officer
Directorate:	Corporate and Community Services
Department:	Corporate Services (Finance)
Position Classification:	LGIA 2020 – NSI Award Level 4
Employment Type:	Full-Time / Part-Time
Location of Work:	Shire Administration Building

ORGANISATIONAL RELATIONSHIPS

Responsible To:	Corporate Services Coordinator
Internal and External Liaison	
Internal:	Corporate Services Team
External:	Ratepayers and Property Owners
	Settlement and Real Estate Agents
	Landgate
	State Revenue
	Water Corporation
	Relevant Government Agencies
	General Public

POSITION WITHIN THE ORGANISATION



POSITION OBJECTIVES

- Provide accurate and timely administrative support to the Corporate Services Coordinator in relation to rates, property and general corporate services functions.
- Support the day-to-day administration and maintenance of ratepayers, property and rating records in accordance with established procedures.
- Develop knowledge and practical skills in local government rates, property and finance administration through on-the-job training, guidance and ongoing development.
- Provide professional and responsive customer service to ratepayers and other stakeholders while working within established procedures and delegated authority.

KEY DUTIES AND RESPONSIBILITIES

Rates and Property Administration

- Provide administrative support to the Corporate Services Coordinator with rates and property-related tasks, including assisting with property and rates enquiries.
- Maintain and update property, ownership, address and ratepayer information in Shire systems, ensuring electronic records and supporting documentation are complete and accurate in accordance with the Shire's recordkeeping requirements.
- Assist with processing ratepayer payments, payment allocations, account adjustments, payment arrangements and other account updates, including basic rates and property reconciliations, data checks and financial reporting under guidance.
- Assist with pensioner and senior concession applications and related record keeping.
- Prepare routine rates correspondence, forms, notices, and other documents as required.
- Undertake the rates collection processes, including monitoring outstanding balances, routine follow-up and payment arrangements.
- Assist with annual rating activities, including data checking, record preparation, notice production and other administrative tasks as directed.

- Gain knowledge of relevant local government legislation, policies and procedures relating to rates, property and debt collection.
- Undertake additional rates and property-related duties as skills and knowledge develop.

Finance and Administrative Support

- Provide general administrative support to the Corporate Services team as required.
- Assist with data entry, document preparation, filing, scanning, recordkeeping and routine finance administration.
- Assist with basic financial reports, reconciliations and information collation under guidance.
- Use Shire's finance, property and records systems accurately and in accordance with established procedures.
- Maintain confidentiality and appropriately handle personal, financial and property information.

Learning and Development

- Provide general administrative support to the Corporate Services team as required.
- Assist with data entry, document preparation, filing, scanning, recordkeeping and routine finance administration.
- Assist with basic financial reports, reconciliations and information collation under guidance.
- Use the Shire's finance, property and records systems accurately and in accordance with established procedures.
- Maintain confidentiality and appropriately handle personal, financial and property information.
- Apply training and documented procedures to progressively undertake routine duties with greater independence as competency develops.
- Develop broader finance administration skills over time, consistent with operational requirements, demonstrated competency and the classification of the position.

Other

- Follow the Shire's policies, procedures and recordkeeping requirements.
- Contribute positively to the Corporate Services team and support continuous improvement of administrative processes.
- Undertake other duties within the scope and classification of the position as directed.

SELECTION CRITERIA

Qualifications

- Current C Class Driver's Licence
- National Police Clearance

Essential

- Demonstrated administrative, customer service, or similar experience.
- Good attention to detail and accuracy when handling information and maintaining records.
- Moderate computer skills, including Microsoft Office Suite and the ability to learn new systems and processes.

- Willingness to learn and develop knowledge of rates, property administration and financial functions within Local Government.
- Good organisational skills and the ability to manage tasks and meet deadlines.

Desirable

- Previous experience in Local Government, finance or administration.
- Knowledge of, or interest in developing an understanding of Local Government rating processes and legislation.
- Experience with SynergySoft or similar software.

EXTENT OF AUTHORITY

- Free to act within established guidelines and may exercise judgement in some circumstances.
- Undertakes routine administrative duties within the scope of the position and seeks guidance on matters outside established procedures or delegated authority.
- May exercise limited judgement in routine matters after appropriate training, with complex, disputed, sensitive or non-routine matters referred to the Corporate Services Coordinator.
- Within established guidelines, procedures and policies of the Shire as well as the statutory provisions of the Local Government Act and other legislation.

WORK HEALTH AND SAFETY REQUIREMENTS

- Follow all Work Health and Safety legislation, Shire policies, procedures and reasonable instructions.
- Take reasonable care for own health and safety and ensure acts or omissions do not adversely affect the health and safety of others.
- Report hazards, incidents, injuries and near misses in accordance with Shire procedures and participate in required WHS training.



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