



## Position Description

**Position Title:** Rates & Revenue Administrator

**Tenure/Hours:** Permanent Full Time  
8 hours per day, Monday to Friday  
On call for emergency operations

**Position Summary:** This role supports the effective delivery of Council's rates and revenue services through the accurate administration of rating information, customer accounts, and related financial processes. The position contributes to the processing of rebates, payments, billing adjustments, property ownership changes, and customer payment arrangements, while supporting debt management activities and maintaining data integrity across Council systems. The role provides responsive and professional customer service in relation to rates enquiries and ensures records, documentation, and transactions are managed in line with legislation, Council policy, and established processes.



### DISTRICT VISION

Mā te whenua, mā te waiora tātou e ora ai hei hapori  
ngangahau hei hapori honohono hoki.

We thrive together.  
Vibrant, connected communities where our land and  
waters are nurtured and our people flourish.

## What you will do

- Assess and process rate rebate applications in accordance with legislation, Council policy and eligibility criteria.
- Manage direct debit arrangements, including setting up payment arrangements, complete reconciliations and produce associated reports to ensure accurate and timely deductions.
- Support the administration of property sales, including updating ownership details, adjusting ratings information, prorating rates, and ensuring correct notices and billing are issued.
- Accurately record financial transactions, including payments, adjustments, and refunds, within Council systems.
- Assist with the assessment and processing of penalty write offs in line with Council policy, including updating records and maintain accurate documentation.
- Support debt management activities for rating accounts, including monitoring overdue accounts, preparing documentation, and liaising with external providers where required.
- Provide responsive and professional customer service in relation to rates enquiries, including billing, rebate eligibility, payment options, and account activity, via phone, email and in person.
- Assist with resolving billing issues and provide administrative support as and when required.
- Contribute to electronic file and document management in line with Council processes.
- Carry out other duties as required to support the effective delivery of rating and revenue services.
- Provide administrative support across Council's rates and revenue functions to ensure the accurate and efficient management of rating information and customer accounts.
- Support processing and maintenance of rates related financial transactions, including payments, adjustments, rebates and refunds in line with Council policies and legislative requirements.
- Assist with the administration of property sales and ownership changes to ensure rating records and billing information remain accurate and up to date.
- Contribute to the effective management of customer payments arrangements, including direct debit processes and account reconciliations.
- Support debt management activities for rating accounts, including assisting with overdue accounts and liaison with external providers where required.
- Provide professional and timely customer services in relation to rates enquiries, ensuring customers received clear information on their accounts, obligations and payment options.
- Maintain accurate records and documentation and support electronic file and document management in accordance with Council processes.
- Provide general administrative support to the Revenue team and carry out other duties as required to support service delivery.

## What you will bring

### Required

This role requires the following knowledge, experience, qualifications, skills, and personal attributes.

- Sound working knowledge of financial systems, processes, and relevant legislation.
- Demonstrated ability to quickly learn and apply new information, systems, and procedures.
- Proficiency in Microsoft Office products, particularly in Word and Excel.
- High level of accuracy and attention to detail in numerical and written data entry.

- Ability to work independently, using initiative and sound judgement.

### **Desired**

In addition to the required fields, there is also a number of competencies where an expert level of knowledge/experience is desired.

- A financial or accounting qualification.
- Financial processing experience within a local government environment.
- Sound knowledge of financial internal controls and compliance requirements.

## Our Values

### PONO

Integrity through transparency, trust and accountability

Integrity through standing up for what's right

Integrity through respect for our communities, environment and cultures



### WHANAUNGATANGA

One team who unites behind a shared vision

One team who is respectful and considerate to all

One team who encourages each other to succeed and excel



### WHANAKE

We will continue to evolve, adapting to our ever-changing environment

We will continue to evolve, steering our waka in the right direction

We will continue to evolve, leading our communities into a better future



## What we all do

- Adhere to Council policies and procedures
- Demonstrate a proactive commitment to a safe working environment to meet the requirements as set under the Health and Safety in Work Act 2015.
- Uphold council partnerships with Rangitāne o Tamaki Nui-ā-Rua and Ngāti Kahungunu ki Tāmaki-nui-a-Rua, giving effect to the settlement acts and our memoranda of partnership, while actively growing understanding of te ao Māori, te reo Māori and tikanga Māori
- Act as an ambassador for our Council, living the council values
- Attend training as required to maintain the necessary skills to fulfil the requirements of the position
- Undertake Performance Development tasks/responsibilities as identified in your Performance Development Plan.
- Participate in and undertake emergency management duties as required, including training
- Ensure all Council documents are filed in Council's Records Management System
- Participate and contribute to continuous improvement initiatives

## Your reporting lines

Revenue Manager



Senior Rates & Revenue Officer



Rates & Revenue Administrator

## Additional Information

### Delegations

Number of people reporting to the role	Nil
Financial delegation	Nil
Contract delegation	Nil
Statutory delegation	As per Councils statutory delegations register

### Role Acceptance

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of the position. This Position Description will be reviewed as part of the preparation for performance planning and professional development for the annual cycle. A review in job size and possible impact on remuneration structure of the position will only be considered where the change of position is significant (guideline: significant would typically involve a 25% change in the complexity or accountability of the role.)

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Approved: \_\_\_\_\_ (Manager/Supervisor) \_\_\_\_\_ Date: \_\_\_\_\_

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Agreed: \_\_\_\_\_ (Staff Member) \_\_\_\_\_ Date: \_\_\_\_\_