



Position Description

Position Title: Rates & Revenue Officer – Fixed Term

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

Position Summary: This role provides operational support for Council's rating and revenue functions, with a strong focus on accuracy, compliance, and customer service. The position is responsible for processing rates related transactions, managing direct debit and rebate applications, supporting property sales, and assisting with debt management activities. The role acts as a key point of contact for customer enquiries, ensuring clear communication, timely resolution of issues, and accurate maintenance of customer accounts while supporting the wider finance and revenue team during peak periods.



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 rates rebate applications submitted by eligible property owners or residents, ensuring compliance with relevant legislation, Council policy, and eligibility criteria.
- Manage direct debit processing by setting up payment arrangements, loading and running bank files, completing regular reconciliations, and producing associated reports to ensure accuracy of deductions.
- Support the processing of property sales by managing seller accounts, updating ownership details, prorating rates, and ensuring new owners receive appropriate notices and billing information.
- Accurately record and maintain financial transactions including payments, adjustments, refunds, and write offs within the financial system.
- Assist with the review and processing of penalty remissions, ensuring valid cases are managed in accordance with policy and records are accurately maintained.
- Manage debt for rating accounts and provide backup support to Accounts Receivable debt management activities as required.
- Provide high quality customer services by responding to enquiries relating to property rates, billing, rebate eligibility, payment options, and account activity via phones, email, CRM, or in person.
- Resolve billing issues and support administrative tasks.
- Triage customer correspondence, complete numerical reconciliations of customer accounts, calculate payment options, apply transactions to accounts, and process rate refunds.
- Process forms and receipts by checking rebate applications for accuracy, entering data into systems and spreadsheets, and receipting payments to customer accounts.

- Undertake debt management activities and liaise with external debt collection agencies when required.

What you will bring

Required

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

- Sound working knowledge of financial applications, legislation, and associated processes.
- Ability to quickly learn and apply relevant information within a regulatory and operational environment.
- Proficiency in the use of Microsoft products, particularly Word and Excel.
- Demonstrated high levels of accuracy in numerical and alphanumeric data entry.
- Ability to work independently, showing initiative and resourcefulness with minimal supervision.

Desired

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

- Relevant education or qualification in finance, administration, or a related field.
- Experience in financial processing within a local government environment.
- Sound understanding of financial controls and internal compliance requirements.
- Strong communication and time management skills, with the ability to manage competing priorities effectively.

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

Chief Financial Officer



Revenue Manager



Rates & Revenue Officer

Additional Information

Delegations

Number of people reporting to the role	Nil
Financial delegation	Nil
Contract delegation	Nil
Statutory delegation	As per Council's statutory delegation 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.)

Approved: _____ (Manager/Supervisor) _____ Date: _____

Agreed: _____ (Staff Member) _____ Date: _____