



Revenue Officer - Rates Position Description

Department/Group:	Revenue Team, Finance and Assurance Group
Reports to:	Revenue Team Leader
Location:	Municipal Building, 101 Guyton Street, Whanganui
Post Number:	EMV 165
PD Created / Modified:	April 2024

Whanganui District Council Vision

To be an energised, united and thriving district offering abundant opportunities for everyone.

Our Values

- Positive and encouraging
- Collaborative brilliance
- Make great happen

Position Purpose

The **Revenue Officer - Rates** is responsible for the collection of Rate arrears and processing the Government Rebate scheme.

Key Result Areas

The position of **Revenue Officer - Rates** encompasses the following major functions or Key Result Areas:

<i>Key Result Area:</i>	<i>Job holder is successful if:</i>
1. Collection of Rate Arrears	
<ul style="list-style-type: none">• Monitor rate accounts in arrears.• Prepare rate arrears' letters.• Negotiate payment arrangements.• Instigate Court proceedings on overdue debtors.	<ul style="list-style-type: none">• Monitor rate accounts in arrears. Follow up arrears on a daily basis.• Send arrears letters to ratepayers to advise of overdue rate debt and advise of recovery action process, Instigate Mortgage claims where applicable to recover debt.

	<ul style="list-style-type: none"> • Negotiate payment arrangements to minimise debt levels. Promote Direct Debit as the preferred method of payment. • Instigate Court proceedings on overdue debtors when all previous correspondence and action has failed.
2. Customer Service	
<ul style="list-style-type: none"> • Demonstrate a “customer first” culture within the team, group and in the wider organisation. • Act as a Customer Advocate in the team, group and in the wider organisation. • See customer feedback as an opportunity to improve service. • Develop partnerships within the organisation to meet customer needs. • Contribute to the development of customer focused policies and procedure. 	<ul style="list-style-type: none"> • There is demonstrated application of the Customer First and associated guidelines. • Availability for customers is ensured. • There is evidence of understanding of the needs of the customer and improving customer service. • Any appropriate Service Level Agreement requirements are met. • CRM and correspondence are responded to in required timeframe (where appropriate). • Customer queries/requests are followed through in manner that ensures closure.
3. Process Government Rebate Scheme	
<ul style="list-style-type: none"> • Prepare application in accordance with the Rate Rebate legislation. • Advise ratepayer of criteria for rate rebates in accordance with current legislation summarised in the rate rebate handbook. 	<ul style="list-style-type: none"> • A high level of accuracy is maintained and confidential information is held securely. • Ratepayers are provided with accurate information regarding eligibility for rate rebates.
4. Long-term & Annual Planning Process	
<ul style="list-style-type: none"> • Support and participate in the Long-term & Annual Planning Process for the Council when required. 	<ul style="list-style-type: none"> • The Project Manager receives effective support in achieving the Council’s statutory obligations in the development of the plans, including by providing high quality and timely information to the Project Manager as required. • Contributes to the development of business cases that support effective decision making.
5. Emergency Management	
<ul style="list-style-type: none"> • Support and participation in Emergency Management for Council when required. 	<ul style="list-style-type: none"> • The Emergency Manager receives effective support in achieving the Council’s statutory and community obligations in emergency and risk management. • Effective and active participation, and, where appropriate, the release of staff for emergency response situations and planned training.

6. Risk Management	
<ul style="list-style-type: none"> Compliance with Risk Management. 	<ul style="list-style-type: none"> Best practice risk management procedures apply to all projects, contracts and day to day activities. Compliance with Council risk management policies and procedures including Business Continuity, Crisis Management and Legal Compliance. Risks associated with functions managed and policies being developed are accurately identified, evaluated and reduced.
7. Health and Safety	
<ul style="list-style-type: none"> Comply with all safe work procedures, policies and instructions. Report all incidents, hazards/risks and injuries to supervisors in a timely manner. Actively participate in the ongoing development of safe workplace practices in the Whanganui District Council. Take personal responsibility for own safety without putting others at risk. 	<ul style="list-style-type: none"> Comply with any reasonable instruction that is given to you by the PCBU or your Manager. Timely, full and accurate completion of incidents on the H & S electronic reporting. Participate in all Whanganui District Council Health & Safety Induction programmes and updates as and when required. Demonstrate commitment to Health & Safety for yourself, your staff and contractors and your work colleagues.
8. Professional Development and Training	
<ul style="list-style-type: none"> Professional Development/Training Needs are identified and enacted. 	<ul style="list-style-type: none"> Own training needs are identified through appraisal and training needs analysis. Agreed training programmed/development opportunities are taken up. Knowledge of both management and professional areas remains up to date.
9. Other	
<p>Special projects and additional duties commensurate with the position are completed from time to time as requested, meeting quality standards and deadline requirements.</p>	

Note:

The above performance standards are provided as a guide only. The precise performance objectives and measures for this position will need further discussion between the jobholder and manager as part of the performance management process

Key Relationships:

Internal	External
<ul style="list-style-type: none"> Customer services team Finance team 	<ul style="list-style-type: none"> Ratepayers Solicitors Banks

Role Scope:

Direct Management of Staff:	Nil
Indirect Management of Staff:	Nil
Delegated Financial Authority:	In accordance with delegated authority guidelines

Qualifications and Experience:

Essential:	Desirable:
<ul style="list-style-type: none">• Word and Excel skills• Basic Accounting skills• Excellent Customer Service skills• Accurate Clerical and Computer skills• Sound working knowledge of administration processes• Computer literacy• Proven Customer Service experience	<ul style="list-style-type: none">• Current NZ driver's license• Previous experience of working in Local Government• General knowledge and understanding of Local Government rating system• Local knowledge of Whanganui District

Variation:

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. This Position Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Acceptance of Position Description

I have read the attached Position Description and agree that it represents the duties I will perform for the above position.

Employee: _____ Dated: _____

General Manager: _____ Dated: _____

APPENDIX 1

Process LIM applications (Land Information Memorandum)	
<ul style="list-style-type: none">Process LIM applications with rating information Data.	<ul style="list-style-type: none">Correct data is entered from the Rating Information Database (RID).LIMs are processed in a timely manner (within 5 working days).
ANZ online electronic process	
<ul style="list-style-type: none">Authorise Direct Debit, Creditors and Payroll files.	<ul style="list-style-type: none">Authorise and verification of electronic payments via ANZ online.Ensure that files are transmitted on a daily basis.
Process Journals	
<ul style="list-style-type: none">Create and process appropriate Journal types.	<ul style="list-style-type: none">Accurate administration of all Journal processes.Ensure that Journals are processed on a daily basis.
Direct Debit extraction	
<ul style="list-style-type: none">Create daily files for Direct Debit customers – Rates, Debtors, Water Management.	<ul style="list-style-type: none">Direct Debit types are extracted daily.Journals created from process are processed daily.Identify possible anomalies in files, i.e. large amounts to be extracted.
Rating Compliance	
<ul style="list-style-type: none">To maintain the RID to a high standard.Maintain the Names and addresses database.	<ul style="list-style-type: none">Assist with the maintenance of the RID.Identify anomalies in the RID pertaining to property rates and advise Rating Supervisor of any changes to be made.Provide rating information to ratepayers.Assist with the Print function for rate assessment and tax invoice notices.Maintain the RID ensuring change of property ownership and change of address details are recorded accurately.