

POSITION DESCRIPTION

Rates Officer (1)

Āpiha Reiti



Job Title:	Rates Officer (1)
Group:	Business Support Group
Location:	Paeroa Office
Reports to:	Revenue Manager
Supervisory Responsibility:	Nil
Functional Relationships:	Senior Revenue Officer (Credit Control), Rates Officer (2), Water Meter Readers
Authorities:	In accordance with the Delegation Manual

General function of the position

To process all aspects of water billing and to provide rates support.

Organisation values

Hauraki District Council has four values that form the core of how employees carry out their work and conduct interactions both internally and externally. The values shape the culture of our organisation and demonstrate what is important within HDC. These values focus on 'how' we do the job, and 'how' we conduct ourselves in the workplace. This is 'The Hauraki Way'.

Communication	Respect	Commitment	Positive attitude
<ul style="list-style-type: none"> I share relevant information with others I listen to understand I value feedback I use an appropriate communication style 	<ul style="list-style-type: none"> I always keep an open mind I acknowledge and respect differences of opinion I am always considerate and understanding I treat others as I would want them to treat me 	<ul style="list-style-type: none"> I always do my best I follow through for my customers and team I go the extra mile I take personal responsibility for my actions – I walk the talk 	<ul style="list-style-type: none"> I offer ideas and solutions I look for better ways of doing things I am fun to work with I am a can-do employee



Key tasks

1. To process water accounts monthly.
2. To process water meter/account maintenance.
3. To follow up outstanding water accounts.
4. To process enquiries.
5. To carry out general tasks.
6. To show a commitment to Hauraki District Council and provide organisational support as required.

1. Process Water Accounts

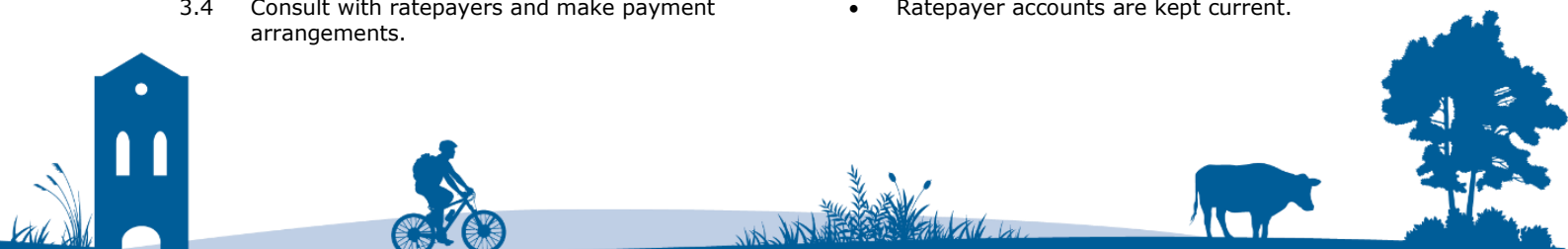
Key Tasks		Key Performance Indicators (KPIs)
1.1	Print reading sheets to distribute to various water meter readers.	<ul style="list-style-type: none"> All water meters are read in a timely manner.
1.2	Input readings and resolve reading exceptions.	<ul style="list-style-type: none"> Correct readings are billed.
1.3	Run billing calculation and creation of print-file for sending to printers.	<ul style="list-style-type: none"> Ratepayers receive correct accounts.
1.4	Save billing reports and update various billing spreadsheets.	<ul style="list-style-type: none"> There is an audit trail of the billing process.
1.5	Process various journals from the automatic payment schedule.	<ul style="list-style-type: none"> Water accounts are covered by ratepayers' regular payments.
1.6	Run the water meter readings exception report and process any invoices not produced in the billing run.	<ul style="list-style-type: none"> All readings are billed.
1.7	Send letters advising of possible water leaks.	<ul style="list-style-type: none"> Ratepayers are advised of any variance to normal water use.

2. Water Meter / Account Maintenance

Key Tasks		Key Performance Indicators (KPIs)
2.1	Process any water meter changes, installations and removals.	<ul style="list-style-type: none"> Account records are current.
2.2	Meter transfers between newly created and historical assessments.	<ul style="list-style-type: none"> Ratepayers are being billed for the correct meter.
2.3	Carry out postal address maintenance.	<ul style="list-style-type: none"> Bill payers receive the accounts.
2.4	Process bill reversals when meter readings are incorrect.	<ul style="list-style-type: none"> Correct readings are billed.

3. Outstanding Water Accounts

Key Tasks		Key Performance Indicators (KPIs)
3.1	Process overdue water penalty letters.	<ul style="list-style-type: none"> Arrears are kept to a minimum.
3.2	Adjust A/P and D/D where necessary and send letters.	<ul style="list-style-type: none"> Accounts are kept current.
3.3	Inform Credit Controller of overdue accounts.	<ul style="list-style-type: none"> There is a combined approach to mortgagees for both rates and water.
3.4	Consult with ratepayers and make payment arrangements.	<ul style="list-style-type: none"> Ratepayer accounts are kept current.



4. Process Enquiries

Key Tasks	Key Performance Indicators (KPIs)
4.1 Advise on Telephone, email and fax enquiries from ratepayers.	<ul style="list-style-type: none"> Ratepayer enquiries are responded to with accurate information.
4.2 Support the Credit Controller with water enquires.	<ul style="list-style-type: none"> The Credit Controller is supported in responding to enquiries.
4.3 Liaise with property managers at rental agencies with regard to water meter matters.	<ul style="list-style-type: none"> Costs are apportioned to tenants correctly.
4.4 Communicate with lawyers on water meter matters with regard to property settlements.	<ul style="list-style-type: none"> Costs are apportioned to landowners correctly.

5. General Tasks

Key Tasks	Key Performance Indicators (KPIs)
5.1 Process receipt reversals, journals and back office receipts as per schedules.	<ul style="list-style-type: none"> Correct information is maintained between rates and water.
5.2 Create special water accounts in the event of a property sale or tenant moving out.	<ul style="list-style-type: none"> Special water accounts are processed as required.

6. Other Duties

Key Tasks	Key Performance Indicators (KPIs)
6.1 Other duties are undertaken as are reasonably required.	<ul style="list-style-type: none"> Other duties are completed as are reasonably required.
6.2 Demonstrate a commitment to a culture of safety and wellbeing within the Council as set out in the HDC Safety & Wellbeing Charter.	<ul style="list-style-type: none"> Actively shows support and commitment to workplace health and safety in accordance with the HDC Safety & Wellbeing Charter so that 'Everyone is Safe and Well at the End of the Day'.
6.3 Take reasonable care for own health and safety, and ensure that own acts and/or omissions do not adversely affect the health and safety of others.	<ul style="list-style-type: none"> Comply with any reasonable instruction that is given by the Council. Co-operate with any reasonable policy or procedure.
6.4 Provide organisational support as required, such as in respect of Civil Defence activities.	<ul style="list-style-type: none"> Employee participates in Civil Defence activities and events as required and as directed.
6.5 Abide by the general expectations, codes of conduct, and policies and procedures as outlined on the Hauraki District Council intranet.	<ul style="list-style-type: none"> Employee takes an active approach in familiarising themselves with HDC's policies, together with relevant plans, procedures and processes. All applicable policies and procedures are adhered to.
6.6 Participate fully in organisational processes including staff meetings, Personal Performance and Development (PPD) programmes, project teams and other initiatives.	<ul style="list-style-type: none"> Employee takes an active approach in respect of organisational processes and meets expectations with regard to their role in delivering results. Staff meetings are attended, PPD programmes are undertaken, assistance is provided on project teams etc. as relevant.



Person specification details

1. Expertise

Qualifications:	Full NZ Drivers' Licence National Certificate Level 3 (NCEA Level 3)
Experience:	2 years relevant work experience

2. Skills

Ability to Learn	Shows a willingness to learn and use new processes. Readily takes up relevant training and learning opportunities and will ask questions to gain complete understanding if necessary.
Communication	Responds to correspondence, voice mail and e-mail promptly.
Customer Focus	Makes customers and their needs a primary focus of their actions. Develops and sustains productive customer relationships. Understands customer service principles and practices. Presents a professional image, eg. Dress code, behaviour, conduct.
Teamwork	Actively participates as a member of a team to move the team toward the completion of goals. Contributes actively and fully to team projects by working with colleagues collaboratively, working towards consensual solutions that enhance the output of the team. Accepts share of workload.
Time Management	Demonstrates personal effectiveness by taking responsibility for getting things done in ways that balance competing needs. Meets deadlines.

3. Knowledge

Computer Literate	Demonstrates relevant levels of computer literacy and competency, with a working knowledge as follows: <ul style="list-style-type: none"> Microsoft Office (e-mail, calendar etc) Intermediate
Legislation	Has a demonstrated working knowledge of legislation relevant to the position and is able to apply that knowledge, particularly in relation to the Rates Rebate Act.
Accounting Principles	Has knowledge and practical experience of accounting principles.
Accounts Payable / Receivable	Has knowledge and practical experience in accounts payable / receivable.
Local Area	Knows the local area and understands the dynamics of Hauraki and surrounding districts, ratepayer funded environment.

