

## JOB DESCRIPTION

Job Title	Revenue Officer - Collections
Position Status	Permanent
Business Unit & Team	Corporate Services
Reports to	Revenue Manager
Direct Reports	N/A
Base Location	Dargaville
Salary Grade	Grade 13
Key Internal and External Partners/Customers	Council employees, the public

## ABOUT KAIPARA

*Kaipara te Oranganui. Two oceans, two harbours.*

Kaipara district extends from coast to coast, to the Waipoua Forest in the north and Pouto Peninsula in the south. It includes iconic beaches, kauri forests, rich farmland and rugged landscapes. People come from all over to experience this special part of the world, and we are privileged to play an important part in making Kaipara the place to be.

Our team is committed to Kaipara communities. We deliver essential services including roads, water, waste services, recreational facilities, libraries and regulatory services. Council staff engage our communities to contribute to key projects and plans, and support them to achieve their own. We love what we do, and have a real passion for our people and our place.

At Kaipara District Council, we know there are some important ingredients to develop a strong and supportive culture for our people to thrive, these are our values - mahi tahi (team work), mahia te mahi (make it happen), mana (integrity), whakaute (respect), and pono (trustworthy). These values guide how we work together as a team and alongside our diverse communities.

## ROLE PURPOSE

To ensure the collection and recovery of revenue in order that Council has sufficient resource to serve the district



**Whakaute**  
RESPECT



**Mahia te mahi**  
MAKE IT HAPPEN



**Mahi tahi**  
TEAM WORK



**Pono**  
TRUSTWORTHY



**Mana**  
INTEGRITY

## KEY RESPONSIBILITIES

<b>Revenue Collection – Water and Land Rates</b>	<ul style="list-style-type: none"> <li>• Collect payments for both KDC and NRC on time and in full; to ensure debt is secured and collection is made, using different communication methods: e.g., written, in person, by telephone.</li> <li>• Follow up with defaulters in relation to water and land rates and negotiate agreements for repayment where possible.</li> <li>• Enforce payment when accounts are in arrears within Council policy and in accordance with the Local Government (Rating) Act 2002.</li> <li>• Assist Senior Revenue Officer with process of collecting debts secured by mortgage instruments.</li> <li>• Answer queries received from ratepayers, other staff, members of the public, real estate agents, accountants, solicitors, etc. maintain service requests to track actions.</li> <li>• Ensure that revenue collection and recovery are aligned with legislation and Council policy.</li> <li>• Liaise with third party debt collection agency to manage debt.</li> <li>• Maintain a current and working knowledge of relevant acts and policies pertaining to revenue collection and recovery.</li> </ul>
<b>Revenue Collection – Regulatory and Sundry</b>	<ul style="list-style-type: none"> <li>• Support regulatory and operations teams to ensure payments are collected on time and in full; to ensure debt is secured and collection is made.</li> <li>• Follow up with defaulters and negotiate agreements for repayment where possible. Using different communication methods e.g. written, in person, by telephone.</li> <li>• Enforce payment when accounts are in arrears within Council policy and in accordance with the statutory regulations.</li> <li>• Ensure that revenue collection and recovery are aligned with legislation and Council policy.</li> <li>• Liaise with third party debt collection agency to manage debt.</li> <li>• Maintain a current and working knowledge of relevant acts and policies pertaining to revenue collection and recovery.</li> </ul>
<b>Revenue Operations</b>	<ul style="list-style-type: none"> <li>• Process Direct Debits, including managing and recalculating dishonoured payments.</li> <li>• Support regulatory and operations teams to ensure accurate and timely billing.</li> <li>• Sundry invoice processing.</li> <li>• Prepare and process adjustments once approved by management.</li> <li>• Assist Revenue Officers when required.</li> </ul>
<b>Reporting and Reconciliation</b>	<ul style="list-style-type: none"> <li>• Periodic reporting to monitor collection activities and Council debtors.</li> <li>• Ad hoc analysis as required.</li> </ul>



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RESPECT



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## KDC CORE RESPONSIBILITIES

<b>Health, Safety &amp; Wellbeing</b>	<ul style="list-style-type: none"> <li>Take care of your own health, safety and wellbeing and that of others affected by your work.</li> <li>Ensure prompt reporting of all Health and Safety hazards or incidents.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>Participate in monthly and yearly roadmap planning and chats with your manager.</li> <li>Actively participate in professional development initiatives to keep up to date in your area of expertise and to continuously develop skills and capabilities.</li> <li>Complete annual mandatory learning.</li> </ul>
<b>Other Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>Provide CORE customer experience (connected, open, reliable and easy).</li> <li>Champion our values.</li> <li>Adhere to our ways of working (WoW).</li> <li>Observe KDC policies, procedures and guidelines.</li> <li>Contribute to continuous improvement by identifying systems, processes or documents to improve and making changes to keep up with legislation, trends or best practice.</li> <li>Maintain records in compliance with the Public Records Act 2005.</li> <li>Be involved in the readiness for emergencies by attending relevant Civil Defence Emergency Management training as required.</li> <li>Participate in any required Civil Defence exercises to ensure that essential services are maintained during emergencies.</li> <li>Other tasks and/or projects as assigned.</li> </ul>

## COMPETENCIES

### Leader of Self

- Work Together
- Deliver Results
- Embrace Innovation and Change
- Customer Experience Excellence
- Informed Decision Making
- Effective Communication

## SUCCESS PROFILE



**Whakate**  
RESPECT



**Mahia te mahi**  
MAKE IT HAPPEN



**Mahi taki**  
TEAM WORK



**Pono**  
TRUSTWORTHY



**Mana**  
INTEGRITY

### Qualifications & Experience

- 3-5 years similar experience, preferably in a similar local government setting
- Solid experience in an administration role with a strong customer service element
- Experience with accounting information systems, preferably rating systems
- Experience in bookkeeping and accounts receivable
- Familiar and confident in the use of Microsoft Excel
- Ability to use financial and reporting information

### Role Specific Skills & Attributes

- Friendly approach
- Ability to build and maintain positive and constructive relationships
- Problem solving
- Excellent time management
- Adaptability and flexibility
- Attention to detail and accuracy
- Strong negotiation or persuasion skills
- Financial literacy (budgeting, analysis, reporting)
- Cultural awareness
- Eagerness to learn



**Whakāute**  
RESPECT



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