

POSITION DESCRIPTION

Senior Revenue Officer - Credit Control



Te Kaitohutohu Pūtea

Job Title:	Senior Revenue Officer - Credit Control
Group:	Business Support Group
Location:	Paeroa
Reports to:	Revenue Team Manager
Supervisory Responsibility:	None
Functional Relationships:	None
Authorities:	In accordance with the Delegation Manual

General function of the position

The basic function of the position is to pursue the most efficient and effective means of collecting all outstanding Rates charges and penalties due to Council.

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 monitor rates arrears and follow up on outstanding rates.
2. To respond to customer enquiries on outstanding rates.
3. To monitor data maintenance and recording.
4. To carry out back up duties.
5. To monitor Māori and Abandoned Land.
6. To show a commitment to Hauraki District Council and provide organisational support as required.

1. Rates Arrears

Key Tasks		Key Performance Indicators (KPIs)	
1.1	Monitor rates arrears and follow up on outstanding rates.	•	The Revenue Manager is kept informed.
1.2	Create and Analyse data of outstanding rates and water balances and write to ratepayers.	•	Ratepayers are kept informed.
		•	Reminder letters are sent out within 1 week of instalments which have been missed.
1.3	Monitor payments from ratepayers with outstanding rates.	•	Follow-up action is undertaken when required.
		•	All payment arrangements are monitored and followed up if in default.
		•	Location of ratepayers with arrears is researched if required.
1.4	Make personal appointments with ratepayers to discuss non-payments of rates and negotiate a plan for payment of outstanding rates as applicable.	•	Payment arrangements are in place.
		•	Good relationships are formed with ratepayers.
1.5	Undertake formal demands for payment of rates to the mortgagee under the Rating Powers Act.	•	Formal demands proceedings are initiated after 30 June on an annual basis.
		•	Title searches on properties are undertaken and mortgagees are established Processes and legislative requirements are adhered to.
1.6	Undertake legal process for non-payment of rates and water for freehold properties to collection agency.	•	Formal proceedings are initiated after 30 June on an annual basis.
		•	Title searches on properties are undertaken and Freehold titles are established.
		•	Collection agency is advised
		•	Jobholder liaises with Collection Agency through the collection process.
		•	The Revenue Manager is kept informed.
		•	The arrears report to the Finance Committee is maintained.

2. Enquiries

Key Tasks		Key Performance Indicators (KPIs)	
2.1	Assist with customer enquiries on outstanding rates and general ratepayer concerns.	•	Accurate and timely information is provided to customers and managers when required.



		<ul style="list-style-type: none"> Ratepayers are assisted in setting up payment arrangements. Correct property information is recorded in the RID (Rating Information Database) Counter assistance is provided with ratepayer enquires.
2.2	Provide information.	<ul style="list-style-type: none"> Provide information to inside and outside customers in the absence of the Revenue Manager.
2.3	Take an active role in Total Quality Management within the Group.	<ul style="list-style-type: none"> Attends regular Revenue Team and Business Support Group meetings.

3. Data Maintenance

	Key Tasks	Key Performance Indicators (KPIs)
3.1	Monitor property data.	<ul style="list-style-type: none"> Records are maintained accurately. Ratepayers are receiving invoices and communication affectively.
3.2	Record and maintain schedules of payment.	<ul style="list-style-type: none"> Debt management data is accurate.
3.3	Monitor payments, and process any necessary corrections recorded on schedule.	<ul style="list-style-type: none"> Ratepayers accounts are accurate. Supply corrected account statement information

4. Backup Duties

	Key Tasks	Key Performance Indicators (KPIs)
4.1	To provide back up for the Revenue Manager in their absence	<ul style="list-style-type: none"> The Revenue Manager's duties are carried out in their absence
4.2	To provide back up for the Revenue Manager and assistance during the End of Financial Year process at 30 June.	<ul style="list-style-type: none"> Records are maintained accurately. Ensure the processing of all financial transactions on Rates accounts are up to date.
4.3	To provide back up for the Revenue Manager and assistance during the annual Rates Setting processes in July.	<ul style="list-style-type: none"> Records are correct. Rate code maintenance is up to date and correct. Revenue sort in the Annual Plan is going to be collected. Process the necessary programs to set the rates. Reports are accurate.
4.4	Processing of daily Direct Debits.	<ul style="list-style-type: none"> To provide sufficient cover to the Revenue Team when staff are on leave.
4.5	Process Solicitor Information on request.	<ul style="list-style-type: none"> To provide sufficient cover to the Revenue Team when staff are on leave.



5. Māori and Abandoned Land

Key Tasks	Key Performance Indicators (KPIs)
5.1 Attempt to resolve issues of occupancy and liability for rates and multiple owned blocks of Maori land and other abandoned land.	<ul style="list-style-type: none"> Procedures in the Māori Land policy adopted by council are followed. All information obtained on Māori land is recorded as appropriate. Credit Controller deals with Māori Land Court 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 4 in related field
Experience:	5-6 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.
Ability to Organise	Has a systematic approach that leads to the successful completion of tasks and events. Has ability to programme and organise work, and keeps functional records and filing systems in order.
Analytical Thinking	Can gather detailed information and investigate issues in detail to identify trends, patterns and core issues.
Commitment / Personal Accountability	Is self-motivating and self-managing. Follows through projects to completion. Has high standards of personal integrity and professionalism.
Communication	Can clearly convey information and ideas through a variety of appropriate media to individuals or groups in a manner that helps them understand and retain the message. Communicates in a compelling and articulate manner that instils commitment. 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.
Decisionmaking / Problemsolving	Is able to form judgements and make decisions within known parameters. Can resolve conflict or differences of opinion.
Quality and Accuracy	Meticulous worker who seeks continuous improvement. Takes pride in presentation and standard of work and adopts a 'get it right first time' approach.
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

Customer Service	Proven track record in customer service.
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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) Basic • Microsoft Word Advanced • Microsoft Excel Intermediate • GIS Concepts
Legislation – Privacy Act	Has a demonstrated working knowledge of legislation relevant to the position and is able to apply that knowledge, particularly in relation to the Privacy Act
Legislation – Local Government (Rating) Act 2002	Has a demonstrated working knowledge of legislation relevant to the position and is able to apply that knowledge, particularly in relation to the Local Government (Rating) Act 2002
Working Knowledge – Accounting Principles	Has knowledge and practical experience of accounting principles
Working Knowledge – Accounts Payable / Receivable	Has knowledge and practical experience in accounts payable/receivable
Working Knowledge – Document Management Systems	Has knowledge and practical experience with Document Management Systems
Working Knowledge – Local Area	Knows the local area and understands the dynamics of Hauraki and surrounding districts.

