

JOB DESCRIPTION

Job Title	Revenue Operations Officer
Position Status	Permanent
Business Unit & Team	Corporate Services, Revenue
Reports to	Manager Revenue Services
Direct Reports	N/A
Base Location	Mangawhai/Dargaville
Salary Grade	Grade 11
Delegations	N/A
Key Internal and External Partners/Customers	Revenue team, ratepayers, property vendor's solicitors, accountants, real estate agents, etc.

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 accurately invoice water rates and other revenue to ensure that Council has sufficient resource to serve the district.

KEY RESPONSIBILITIES

Water Billing System Management	<ul style="list-style-type: none"> Manage water billing process including maintaining master records, invoicing Add penalties and process water leak remission applications
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Whakaute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK



Pono
TRUSTWORTHY



Mana
INTEGRITY

	<ul style="list-style-type: none"> • Answer ratepayer and other interested parties queries on water billing • Prepare and process water rates adjustments once approved by management • Assist Revenue Collections Officer with collection of arrears - water and land rates • Instruct contractors to complete final reading when requested by property vendor's solicitor and other requestors • Coordinate with water services department concerning new connections, meter replacements, meter location data and repairs for all reticulated Council water supplies • Coordinate with meter read contractor for monthly reads
Rating Administration	<ul style="list-style-type: none"> • Maintain customer and rates information database to ensure that all information is current and accurate. This also includes assisting Revenue Officer – Property with integrating data received electronically from Quotable Value New Zealand as required • Back up Revenue Officer – Property to add instalment penalties quarterly • Answer queries received from ratepayers, other staff, members of the public, real estate agents, accountants, solicitors, etc. and maintain service request system to track actions • Provide rates data within agreed time to solicitors in order to facilitate property sales • Assist direct debit (DD) processing when required • Process DD Dishonours • Assist with annual recalculation of DD's • Maintain service requests to track actions • Prepare and process rates account adjustments once approved by management • Responsible for clearing file checks on a monthly basis and other times when required
Rates Rebates Administration	<ul style="list-style-type: none"> • Administer rate rebate scheme
Sundry Debtor Management	<ul style="list-style-type: none"> • Assist sundry invoice processing as required • Prepare and process adjustments once approved by management

KDC CORE RESPONSIBILITIES

Health, Safety & Wellbeing	<ul style="list-style-type: none"> • Take care of your own health, safety and wellbeing and that of others affected by your work • Ensure prompt reporting of all Health and Safety hazards or incidents
Professional Development	<ul style="list-style-type: none"> • Participate in monthly and yearly roadmap planning and chats with your manager • Actively participate in professional development initiatives to keep up to date in your area of expertise and to continuously develop skills and capabilities.



Whakaute
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<p>Other Organisational Responsibilities</p>	<ul style="list-style-type: none"> • Complete annual mandatory learning. • Provide CORE customer experience (connected, open, reliable and easy) • Champion our values • Adhere to our ways of working (WoW) • Observe KDC policies, procedures and guidelines • Contribute to continuous improvement by identifying systems, processes or documents to improve and making changes to keep up with legislation, trends or best practice • Maintain records in compliance with the Public Records Act 2005 • Be involved in the readiness for emergencies by attending relevant Civil Defence Emergency Management training as required • Participate in any required Civil Defence exercises to ensure that essential services are maintained during emergencies • Other tasks and/or projects as assigned
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COMPETENCIES

Leader of Self

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

SUCCESS PROFILE



Whakaute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK



Pono
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Mana
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Qualifications & Experience

- 2-4 years similar experience, preferably in a similar local government setting
- Experience with accounting information systems, preferably rating systems
- Experience in bookkeeping and accounts receivable

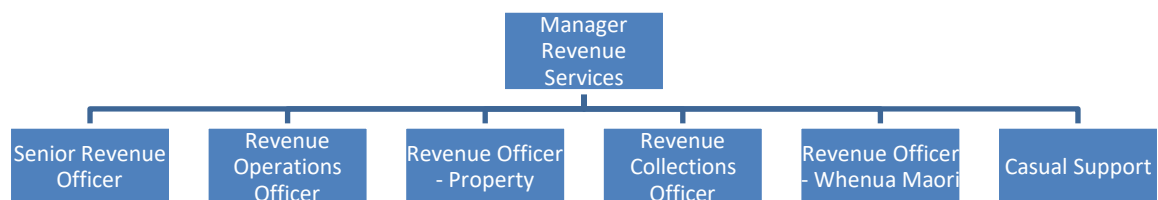
Role Specific Skills & Attributes

- 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

Other Role Requirements

- N/A

ORGANISATION CHART



whakaute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
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Pono
TRUSTWORTHY



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INTEGRITY