



Position Description

Position Title: Rates and Revenue Officer – Fixed Term

Tenure/Hours: 12 months fixed term – Parental Leave Cover
 8 hours per day, Monday to Friday (however flexible working arrangements will be considered)
 On call for emergency operations

Position Summary: This role is responsible for processing Rate Rebate and Direct Debit applications, ensuring accurate and timely management of these transactions. Additionally, the position provides support to the broader Rates and Revenue Team in the preparation and processing of various rates and revenue-related activities.



COUNCIL MISSION

In partnership with tangata whenua and our communities, we will innovate and collaborate to enable a range of opportunities for the Tararua District.

Mā te mahi tahi mātou o kaunihera ki ngā tangata whenua, ka auaha aheinga mō tātou katoa o te rohe o Tamaki-nui-a-Rua



DISTRICT VISION

Vibrant, connected communities where our land and waters are nurtured and our people flourish.

Mā te whenua, mā te waiora tatou e ora ai hei hapori ngangahau hei hapori honohono hoki.

What you will do

- Assess and process rate rebate applications submitted by eligible property owners, ensuring compliance with relevant policies and eligibility criteria.
- Manage direct debit applications by setting up payment arrangements for property owners, running regular reconciliations to ensure accurate deductions, and generating related reports.
- Support the processing of property sales by updating ownership details and ensuring that new owners receive relevant notices and billing information.
- Accurately record financial transactions such as payments, adjustments, and refunds in the accounting system.
- Assist in the review and processing of penalty write-offs, ensuring that valid cases are handled in accordance with policies. This includes removing penalties from accounts and maintaining accurate records of write-offs.
- Provide excellent customer service by responding to inquiries related to property rates, billing details, rebate eligibility, payment options, and other rating-related issues. Resolve queries efficiently and professionally via phone or email.
- Offer assistance across various revenue team functions, including processing payments, managing billing issues, or helping with administrative tasks, particularly during staff absences or high-demand periods.

What you will bring

Required

This role requires the following knowledge, experience, qualifications, skills, and personal attributes:

- Sound working knowledge of financial applications and appropriate legislation and processes
- Ability to quickly learn relevant information and its application
- Proficiency in the use of suite of Microsoft products in particular Word and Excel
- Demonstrated accuracy in numerical and alpha data-entry
- Resourceful and able to work unsupervised

Desired

In addition to the required fields, there is also a number of competencies where an expert level of knowledge/experience is desired:

- Relevant education/ qualification.
- Financial processing experience in a Local Government environment
- Sound knowledge of financial controls
- Effective communication and time management skills

Our Values

PONO

Integrity through transparency, trust and accountability

Integrity through standing up for what's right

Integrity through respect for our communities, environment and cultures



WHANAUNGATANGA

One team who unites behind a shared vision

One team who is respectful and considerate to all

One team who encourages each other to succeed and excel



WHANAKE

We will continue to evolve, adapting to our ever-changing environment

We will continue to evolve, steering our waka in the right direction

We will continue to evolve, leading our communities into a better future



What we all do

- Adhere to Council policies and procedures
- Demonstrate a proactive commitment to a safe working environment to meet the requirements as set under the Health and Safety in Work Act 2015.
- Uphold the principles of Te Tiriti o Waitangi, commit to our partnerships with mana whenua and increase our knowledge of te ao Māori, te reo Māori and tikanga Māori
- Act as an ambassador for our Council, living the council values
- Attend training as required to maintain the necessary skills to fulfil the requirements of the position
- Undertake Performance Development tasks/responsibilities as identified in your Performance Development Plan.
- Participate in and undertake emergency management duties as required, including training
- Ensure all Council documents are filed in Council's Records Management System
- Participate and contribute to continuous improvement initiatives

Your reporting lines

Group Manager – Corporate & Regulatory Services



Revenue Manager



Rates and Revenue Officer

Additional Information

Delegations

Number of people reporting to the role	Nil
Financial delegation	Nil
Contract delegation	Nil
Statutory delegation	As per the statutory delegation register

Role Acceptance

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. Such change may be initiated as necessary by the manager of the position. This Position Description will be reviewed as part of the preparation for performance planning and professional development for the annual cycle. A review in job size and possible impact on remuneration structure of the position will only be considered where the change of position is significant (guideline: significant would typically involve a 25% change in the complexity or accountability of the role.)

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Approved:

(Manager/Supervisor)

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Date:

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Agreed:

(Staff Member)

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Date: