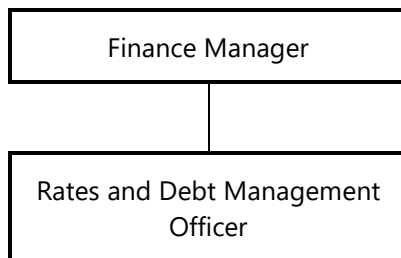


# POSITION DESCRIPTION



<b>Job Title:</b>	<b>Rates and Debt Management Officer</b>
<b>Responsible To:</b>	Finance Manager
<b>Responsible For:</b>	Nil
<b>Position Purpose:</b>	Coordinate the collection of rates, and to maintain the valuation and rates records to ensure efficient collection of Council's rate revenue
<b>Date:</b>	October 2024

## ORGANISATION CONTEXT



## IMPORTANT FUNCTIONAL RELATIONSHIPS

### External

- Residents and ratepayers
- Council customers
- Various government agencies
- BOPRC and local government
- Debt collection agencies
- Quotable VNZ
- Legal Advisors
- Dept of Courts
- Real Estate Agencies
- Environment BOP computer support
- Maori Land Court
- Iwi and hapu

### Internal

- All staff
- Elected Members

## KEY RESULT AREAS

The position of **Rates and Debt Management Officer** encompasses the following functions or Key Result Areas:

Jobholder is accountable for	Jobholder is successful when
<p><b>Rate and Water Records</b></p> <ul style="list-style-type: none"> <li>• Maintaining computer rating database including property values, journal transfers and corrections.</li> <li>• Keeping rate files up to date including changes of addresses, ratepayers and owners.</li> <li>• Developing and reviewing Standard Operating Procedures Manual for systems and procedures undertaken.</li> </ul>	<ul style="list-style-type: none"> <li>• Database is accurate and current</li> <li>• Action notes and details are recorded appropriately on the rates record.</li> <li>• Standard Operating Procedures are developed and maintained on Council's cloud-based platform, available for review</li> </ul>
<p><b>Debt Recovery</b></p> <ul style="list-style-type: none"> <li>• Undertaking debt recovery procedures according to Council policies and procedures</li> <li>• Generating standard reports and collection letters for rate arrears</li> <li>• Initiating legal proceeding where Council policy determines</li> <li>• Identifying and organising the tender of abandoned land</li> </ul>	<ul style="list-style-type: none"> <li>• Improved annual collection performance</li> <li>• The legal files are maintained accurately and followed through within appropriate time frame</li> <li>• Liaison with debt recovery (third) parties to progress recovery</li> <li>• Negotiating and agreeing acceptable payment arrangements with owner</li> <li>• Notices to mortgage holders are actioned promptly</li> <li>• Relevant personnel and management are prompted to approve actions to ensure progression towards recovery/resolution</li> <li>• Liaison with Regional Council as appropriate</li> </ul>
<p><b>Māori Land Rating and Collection</b></p> <ul style="list-style-type: none"> <li>• Coordinating debt recovery and rate collection from Maori land, including arranging payment plans with Maori landowners</li> <li>• Meetings and discussions with Whanau over responsibility and payment of rates</li> <li>• Identifying unoccupied, unproductive Maori Land for possible write off/non-rateable status using GIS system.</li> </ul>	<ul style="list-style-type: none"> <li>• The database of owners or occupiers is accurate</li> <li>• Increased collection of rates on Maori Land</li> <li>• Culturally sensitive to ratepayers needs and beliefs while maintaining council policies</li> <li>• Existing properties on remission are proactively managed to ensure their renewal/end-date is prompted as appropriate.</li> <li>• Existing properties on non-rateable status are periodically checked to ensure ongoing compliance for non-rateable status</li> <li>• new applications for remission/non-rateable status are reviewed with supporting documentation attached, and referred to Finance Manager with recommendation to approve/decline</li> <li>• Approved applications are actioned in the rates system correctly and promptly</li> </ul>

Jobholder is accountable for	Jobholder is successful when
<p><b>Rate/Property And Water Rate Enquiries</b></p> <ul style="list-style-type: none"> <li>Initial point of contact for customer rating, property valuation and water inquiries</li> <li>Responding to property location enquiries including providing maps and property printouts.</li> </ul>	<ul style="list-style-type: none"> <li>Customer Service is tactful, diplomatic and prompt</li> <li>Customer Satisfaction is demonstrated by positive customer feedback.</li> </ul>
<p><b>Reporting</b></p> <ul style="list-style-type: none"> <li>Undertaking month end reports to indicate key departmental statistics</li> <li>Preparation of recovery activity report to provide accurate information for policy decisions</li> </ul>	<ul style="list-style-type: none"> <li>Monthly reports actioned at close of last day of month</li> <li>Reporting on analysis of delinquent debtors and rates arrears is provided to Finance Manager at least quarterly</li> </ul>
<p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>Take all reasonable care to ensure the health and safety of yourself and others</li> <li>Comply with Ōpōtiki District Councils Health and Safety Policy and Procedures and any other reasonable instructions.</li> </ul>	<ul style="list-style-type: none"> <li>Events, near misses and injuries are reported in accordance with organisations requirements</li> <li>Engage in and promote health and safety in the front of house and related work areas.</li> </ul>
<p><b>Personal Development</b></p> <ul style="list-style-type: none"> <li>Develop and maintain professional knowledge and contacts.</li> </ul>	<ul style="list-style-type: none"> <li>Identify and undertake sufficient training to maintain knowledge to undertake allocated tasks</li> <li>Attend training opportunities relevant to position and the Council.</li> </ul>
<p><b>Civil Defence</b></p> <ul style="list-style-type: none"> <li>Undertake necessary training to ensure Preparedness for Emergency Management.</li> </ul>	<ul style="list-style-type: none"> <li>Support is provided during an emergency.</li> </ul>

**Other duties expected of position holder:**

Undertake any other duties and functions as may be requested of you by your Manager.

**Note:**

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

## PERSON SPECIFICATION

- A sound understanding of computer-based accounting applications and financial management systems.
- Advanced appreciation of debt management and recovery
- Advanced understanding of relevant legislation, including financial provisions of the Local Government (Rating) Act 2002 and relevant provisions of the Te Ture Whenua Māori/Māori Land Act 1993 and its Amendments
- Knowledge of the legal process involved in debt recovery.

### Key Job Competencies

- Excellent numeracy skills and personalised support skills
- Attention to detail and accuracy
- Ability to negotiate while being diplomatic
- Should have excellent communication and organizational skills and the ability to ensure discretion and confidentiality at all times
- The ability to prioritise work and meet deadlines
- Appreciation of quality customer service delivery
- Cultural awareness.

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Manager

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Date

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Position Holder

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Date