

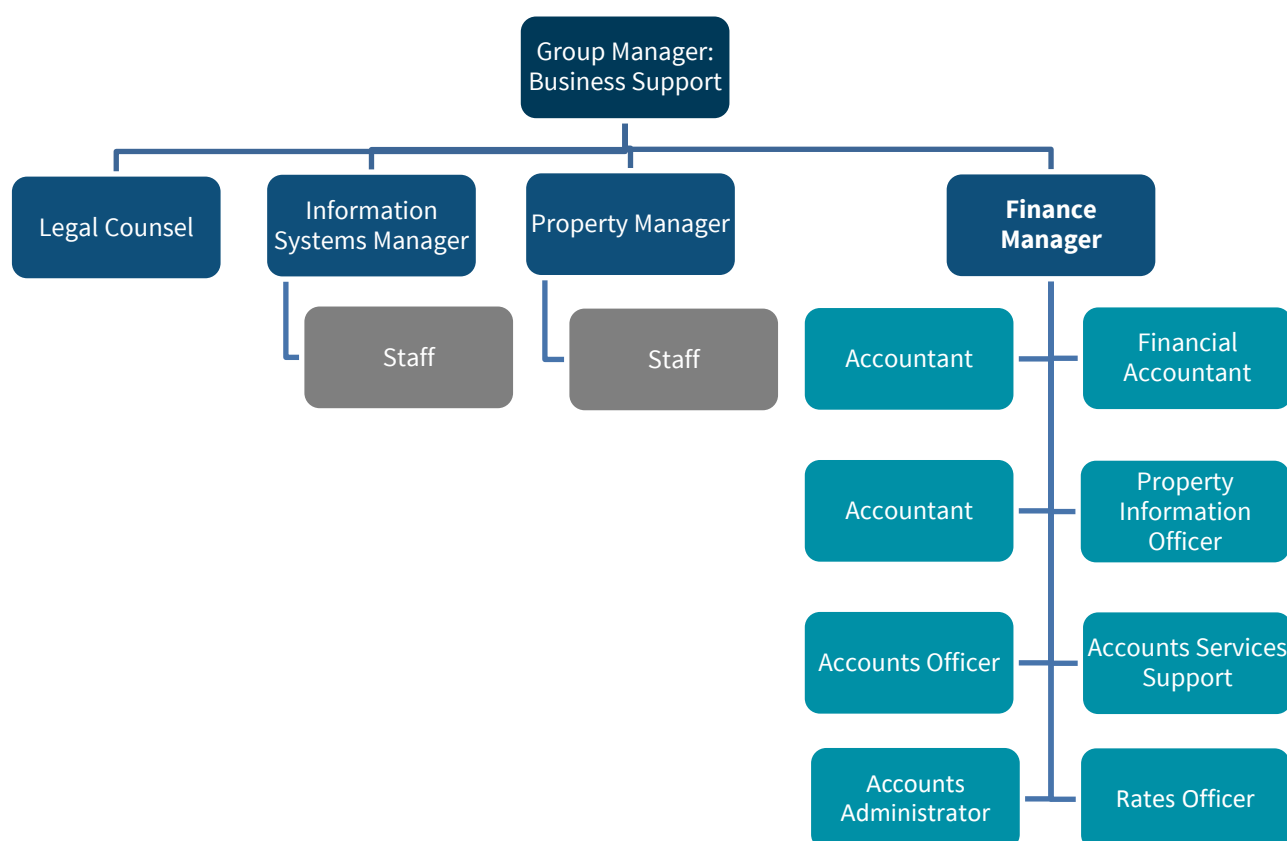
Position Description

Position Title:	Rates Officer
Reports To:	Finance Manager
Team:	Finance
Group:	Business Support
Employment Type:	Permanent, Full time
Date Modified:	March 2023

Purpose

Maximise Council’s revenue by efficiently and effectively delivering of Council’s rating function while ensuring compliance with the rating provisions of the Local Government Rating Act. Ensure the accuracy of our rating system, and Council records.

Group Structure



^{our}Purpose

Supporting our communities to thrive by working together to provide services and places for people to connect, grow, live, work and play.

^{our}Values

Our Values describe how we are going to achieve our purpose and vision, and they underpin how we work; they support how we make decisions, how we treat each other and our communities, and how we behave everyday. They guide us all and they apply to everyone in our organisation, no matter where we work or what we do.



- ✓ Build trust by communicating openly and acting with integrity
- ✓ Apply a customer lens to everything we do
- ✓ Make responsible decisions by balancing different needs
- ✓ Plan for our future and think sustainably
- ✓ Take responsibility and "own" our roles



- ✓ Know our stuff and encourage knowledge sharing and professional growth
- ✓ Learn from our successes and mistakes
- ✓ Aim to improve and innovate by questioning the status quo & bringing ideas to life
- ✓ Focus on solutions
- ✓ Follow through with our commitments



- ✓ Collaborate and tackle challenges together
- ✓ Work with and for our communities
- ✓ Think about how our work impacts others
- ✓ Acknowledge and celebrate our achievements
- ✓ Value and encourage social connections



- ✓ Encourage diverse ideas
- ✓ Keep an open mind
- ✓ Have empathy for and support one another
- ✓ Care for the wellbeing and safety of ourselves and others
- ✓ Seek to understand what is important to others

Key Accountabilities

Rates System Management

- Load calculated rates and reconcile expected revenue to budgeted revenue, reporting any variance to the Finance Manager.
- Maintain rates qualifiers and attributes, ensuring they are correctly applied to all rateable properties.
- Strike rates and apply instalments ensuring they are accurately calculated and issued according to the timetable.
- Arrange printing and delivery of rates notices, assessments and penalties ensuring they meet the required timeframes and procedures.
- Prepare a rating timetable for each year, as per the Local Government Rating Act.
- Monitor outstanding rates and water rates accounts, send notification and refer arrears accounts to debt collector or mortgagee as appropriate, ensuring that outstanding accounts are checked and contacted bi-monthly.
- Apply instalment and annual arrear penalties on due dates.
- Interview overdue ratepayers and help set repayment programme.
- Respond to public enquires relating to rating matters in a prompt, friendly and helpful manner.
- Provide reports and guidance on rating issues to staff and management as required.
- Proactively keep informed of any rating issues or changes in legislations. Investigate matters, make recommendations to the Finance Manager and ensure Council's compliance.
- Complete internal audits on every rating type every 6 months, ensuring records are accurate, up to date and properties are rated appropriately. Provide written reports on audit results and any recommendations to the Finance Manager on quarterly basis.
- Accurately maintain rate qualifiers and attributes for Environment Canterbury rates.
- Reconcile Environment Canterbury rates and prepare payments monthly and within required timeframes.
- Arrange payments of rates collected and calculate commission ensuring Environment Canterbury timeframes are met.
- Maintain rating maps and update when required.
- Respond to rating queries that cannot be dealt with by customer services.
- Ensure customer services rating knowledge base is up to date, providing coaching /training of customers services knowledge as requested by the Customer Services Team Leader.
- Develop and maintain procedure documentation, and rates training programme, so other finance staff are able to undertake rating tasks when required.
- Process rates and water management journals within Technology One Property and Rating.
- Set up and process Council's direct debits for rates.

Corporate Contribution

- Contribute to and follow the organisation's governance, corporate plans, policies, projects, initiatives and strategies.
- Participate in performance development and assessment processes.
- Contribute to and follow health and safety policies and procedures, including accurate reporting.
- Ensure proper care and use of plant, vehicles and equipment.
- Assist in providing civil defence functions and / or maintain the provision of essential services in emergency management events.
- Undertake any other relevant duties, including attending out of hour's meetings as requested by your Manager or Group Manager.

Performance Measures

- Complete the annual rating timetable by 30 June each year for the following year and have this approved by the Finance Manager.
- That all tasks identified in the rating timetable are completed per the timetable, and that the rates invoices, and assessment notices are accurately produced.
- Provide a monthly report of arrears outlining action taken.
- Undertake quarterly audits of Council's rating areas, and evidence this on a rating audit file.
- Rates are correctly loaded and agree 100% to the rating calculations approved as part of each year's budgets.
- Provide a monthly report on the progress of procedure documents and the rates training programme.
- Direct debits are processed accurately at all times.
- 20 hours per year are set aside for structured and unstructured training.

Position Requirements

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

Personal Qualities

Conceptual and Analytical Ability

- Deals with concepts and complexity comfortably.
- Uses analytical and conceptual skills to reason through problems.
- Has creative ideas and can project how these can link to innovations.

Customer Focus

- Listens to customers and actively seeks to meet or exceed customer needs.
- Looks beyond the obvious to improve levels of service.
- Committed to delivering high quality outcomes for customers.

Decisiveness

- Makes rational decisions based on a consideration of the facts and alternatives, evaluating rational and emotional elements of the situation.
- Makes tough decisions based on available facts.
- Commits to a definite course of action.

Detail Focus

- Observes fine details and identifies gaps in information.
- Prefers to follow processes to complete tasks.
- Considers maintaining levels of accuracy of high importance.

Knowledge and Skills

Communication Skills

- Organises information in a logical sequence using content appropriate for the purpose and audience, using feedback to ensure understanding.
- Speaks clearly, concisely and confidently using a polite and considerate manner.
- Ensures written communication contains the necessary information to achieve their purpose.

Computer Skills

- Able to use and develop skills in common software applications used for word processing, spread sheeting and email.
- Understands the fundamental principles of information management including the importance of saving conventions, securing sensitive documents etc.
- Ability to navigate and use Council's core software application ensuring accuracy and efficiency.

Specialist Expertise

3 – 5 years practical rating experience within a Council.

Thorough knowledge of the rating system and associated legislation.

Working knowledge legal property structures and valuations.