

## POSITION DESCRIPTION

**Position:** Credit Controller

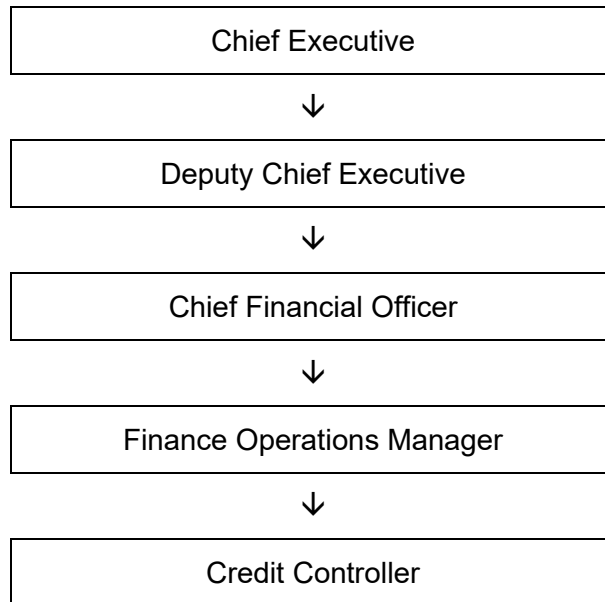
**Team:** Finance Operations

**Group:** Finance & Procurement

**Responsible To:** Finance Operations Manager

**Responsible For:** NIL

**Organisational Context:**



## **Tirohanga Whānui - Council's Vision for the Community**

Heretaunga Whenua Houkura, Heretaunga Hapori Ora  
Fertile Land, Prosperous People

## **Kaupapa Mātāmua - Our Organisational Mission**

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki  
Working for our people and our place, today and tomorrow

## **Ngā Uara – Our Values**

### **Te Mahi Tahi - Working Together**

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

### **Mana Tangata - Respecting Others**

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

### **Te Whakaaweawe - Making a Difference**

- We strive for excellence
- We are all accountable
- We serve our community with pride

### **Oranga Tangata - Supporting Wellbeing**

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

## **Working effectively with Māori**

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

## **Context**

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeing's, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

## **Purpose of Position**

**This role is part of the Finance and Procurement Group.**

**The purpose of this position is to provide debt collection management services across all areas of Council. This is achieved through:**

- Debt collection management delivery by utilising your expertise in collections and financial operations to recover money owed to Council.
- Strong relationship building and regular engagement with customers to arrange payment or to negotiate payment arrangements.
- Updating debt collection policies and processes.
- Provide regular reporting across all areas to relevant Council Committees and Managers.

## **Other**

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
- Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards, and guidelines.
- Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
- Promptly and accurately report and record any workplace injuries and incidents.
- Civil Defence and Incident & Emergency activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has an Employee Handbook which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

**Key work areas for which this position will have a responsibility are:**

### **Credit Control**

- Make recommendations to Finance Operations Manager and Chief Financial Officer relating to the provisions to be made for bad debts in all areas of Council.
- Prepare reports on the status of credit and collection activities.
- Reporting and delivering presentations to Council, Council Committees, and the Lead Team as required.
- Participation/contribution to project teams where required.
- Contribute to the development of overall credit management policies and evaluate current systems and procedures.

## **Rates & Water Rates Collection**

- Discussing, arranging & negotiating repayment plans and payoff deadlines.
- Handle inbound and outbound collection calls.
- Updating rate & water account memos & maintenance.
- Preparing penalty write-offs.
- Issuing mortgagee notices for payment of rates by mortgagee.
- Liaising with solicitors and mortgagees.
- Manage the recovery of rates through debt collection agency.
- Document preparation for legal action.
- Manage the abandoned land and rating sales processes in accordance with legislation and Council policy.
- Collect rates on Maori land in accordance with legislation and Council policy.
- Annual review of all properties with current payment arrangements in place and contact Customers to discuss and update payment arrangements where applicable.
- Annual review of all direct debits and automatic payments.
- Manage direct debit failures and account holds by contacting the customer directly and recalculating payment schedules.

## **Sundry Debtors**

- Review accounts with current payment arrangements.
- Discussing, arranging, and negotiating financial repayments and monitoring for all outstanding accounts.
- Ensure debt collection on customer accounts is proactively managed with a real focus on timely payments of invoices.
- Maintain accurate records of customer credit and collection activities.
- Handle inbound and outbound collection calls and email queries.
- Processing action for debt collection agency, for the recovery of outstanding accounts over 90 days.
- Lodging applications to small claims court when necessary.
- Initiating and following through with legal action for payment of outstanding accounts including attending Small Claims Court cases as required and lodging liquidation claims.

## **Planning & Regulatory Services/ Community Wellbeing Services (RMA, ABA, Health Licences, Animal Control, Parking Libraries etc)**

- Working Closely with Planning and Regulatory Services and managing 30, 60 & 90 Day processes for RMA, ABA, Health Licences and all other areas within this team as required.
- Discussing, arranging, and negotiating financial repayments and monitoring of outstanding accounts.
- Maintain accurate records of customer credit and collection activities.
- Handle inbound and outbound collection calls and email queries.
- Processing action for debt collection agency for the recovery of outstanding accounts over 90 days.
- Initiating and following through with legal action for payment of outstanding accounts including attending Small Claims Court cases as required.
- Lodging liquidation claims.

- Contacting customers and Lodging Library debtors with debt collection agency.

## Important Functional Relationships

<u>External</u>	<u>Internal</u>	<u>Committees/Groups</u>
Ratepayers & Residents	Finance Operations Manager	Councillors
Debtors	Accountants	Risk & Assurance Committee
Creditors	Rating Staff	Performance & Monitoring Committee
Land Information NZ	Debtors & Creditors Staff	Lead Team
Quotable Value	Planning & Regulatory Services Team	Joint Maori Committee
Banks	Community Wellbeing Services Team	
Solicitors	Library Staff	
Credit Unions	Customer Services Team	
Court	Business Support Team	
Budget Advisors	Finance & Procurement Group	
Dispute Tribunal		
Maori Land Court		
Accountants		
Government Departments		
Debt Collection Agencies		

## Person Specification

### Qualifications

- Diploma in Business/ Accounting principles or equivalent level of learning through experience.
- New Zealand Certificate in Credit Administration
- New Zealand Certificate in Credit Management
- Relevant experience in a credit or related role involving collections and knowledge of credit control procedures.

### Knowledge/Experience

- Credit control/debt management experience.
- Sound knowledge of collection strategies.
- Knowledge of general accounting procedures.
- Basic legal knowledge.
- Experience in accounts receivable, collections or customer service roles.
- Knowledge of rating legislation and Local Government Act.
- Experience in dealing with the public and handling difficult situations.

## **Key Personal Competencies**

- High level of customer service skills.
- Strong work ethic, and able to work autonomously and as part of a team.
- Reconciliation skills.
- Strong negotiation skills and attention to detail.
- Excellent communication skills, both written and verbal.
- Good interpersonal skills, able to communicate effectively with a wide range of staff and other relevant organisations where required.
- Personal resilience and confidence, calm under pressure and capable of managing high workloads, multi-tasking when necessary whilst still maintaining a high level of accuracy.
- Conflict resolution skills.
- Proven ability to adapt and deal effectively with changing priorities and requirements.
- Commitment to high standard of performance.
- Confidentiality.
- Proficiency in Microsoft Office, especially Excel & Word

## **Personal Attributes**

- Accurate and competent.
- Good, detailed memory.
- Honest and helpful personality.
- Ability to work under pressure, even tempered and co-operative nature.
- Enjoy dealing with the public in a courteous manner.