

# POSITION DESCRIPTION

**Position:** Rates Officer

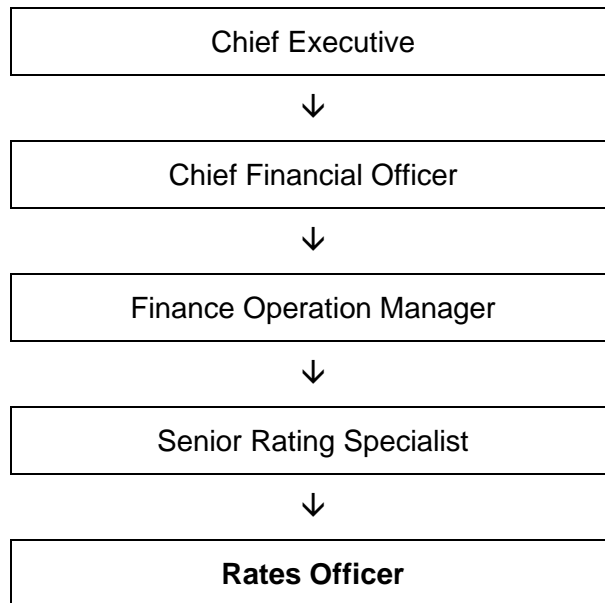
**Team:** Finance

**Group:** Finance & Procurement

**Responsible To:** Senior Rating Specialist

**Responsible For:** None

**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 Wellbeings, 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 Corporate Group. The Group includes Finance, Information Management & Business Transformation, Procurement, Risk Management and General Counsel.**

**The purpose of this position is to provide accurate and efficient Rating Information Database maintenance to help ensure the integrity of Council's rating system and data management by:**

- **Customer Focus**
- **Rating Information Database Management and Rates Enquiries**
- **District Valuation Roll Maintenance**
- **Rates Remission Policies**

## **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:**

### **Customer Focus**

- Providing a high level of customer service, to both internal and external clients, in response to queries relating to all the rates, water billing and valuation matters.
- Ensure services are delivered in an effective and customer focussed way, and that effective working relationships are maintained with key stakeholders.

### **Rating Information Database Management and Rates Enquiries**

- Ensure all information pertaining to rating information database remains up to date and accurate in accordance with legislation and Council policy. This includes
- recording property sales/changes to ratepayers and property owners
- setting up and deleting of direct debits, maintain/update details and associated schedules of payments. Manage dishonoured payments through recalculating amounts, cancelling direct debit if applicable and contacting customers.
- Respond to ratepayer enquiries.
- Changing details for change of addresses and rates via email sign up requests.
- Creating person ID's.
- Sending out recalculated (amended) rate accounts with appropriate letters.
- Ensuring quality customer service to internal and external customers.
- Ensuring a professional service is provided for telephone and counter enquiries
- Identifying improvements to workflows to improve customer service.
- Other rates tasks as required.

### **District Valuation Roll Maintenance**

- Ensure all information required for the accurate valuing of rating units in the district is recorded in the District Valuation Roll. Including new rating units created as a result of new subdivision, recording and coding of sales, building consents, error and omissions and objections.
- Issue relevant notices associated with ad hoc valuations.
- Assist with the 3 yearly general revaluation process, including objections, notices and data into database.

### **Rates Remission Policies**

- Respond to ratepayer enquiries.
- Ensure procedures maintained for Councils' remission policies, including Maori Land.

## Important Functional Relationships

### External

Ratepayers  
Banks  
Land Information NZ  
Quotable Value  
Forms Express  
Solicitors  
Court  
Dispute Tribunal  
Credit Unions  
Maori Land Court  
Accountants  
Budget Advisors  
Local Bodies  
Govt Departments

### Internal

Rating Staff  
Finance Operations Manager  
Customer Services Staff  
Staff in other Groups

### Committees/Groups

Councillors

# Person Specification

## Knowledge/Experience

- Computer skills in Word and Excel to an intermediate level
- Data input experience
- Knowledge of rating legislation and Local Government Act (not essential)
- Good investigative skills
- Excellent communication skills (verbal & written)

## Key Personal Competencies

- Good interpersonal skills, able to communicate effectively with a wide range of staff and other relevant organisations where required
- Self-motivated and able to work both independently and as a member of a team
- Able to organize work thoroughly and to a high standard
- Good attention to detail
- Proven ability to adapt and deal effectively with changing priorities and requirements
- Be willing to carry out a wide range of duties to develop skills
- Commitment to high standard of performance
- Take responsibility for assigned tasks to be completed accurately and on time
- A strong commitment to customer service
- Confidentiality

## Personal Attributes

- Team Player
- Ability to work under pressure
- Analytical & attention to detail
- Good time management
- Goal setter
- Diplomatic