

POSITION DESCRIPTION

Position: RATING SPECIALIST

Team: Finance

Group: Corporate

Responsible To: Finance Operations Manager

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 Maori. 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 Systems, Customer Services, Security, Procurement, Risk & Corporate Services

The purpose of this position is to maintain Council's rating and water billing functions and activities in accordance with existing policies and legislation, including the collection of Council's rates debt. To maintain an accurate ratepayer information database and ensure the integrity of Council's rating system and data management. This position is also responsible for ensuring Council's rating policies and procedures are applied consistently. This is achieved through:

- **Customer Focus**
- **Rating Systems and Transactions**
- **District Valuation Roll Maintenance**
- **Rates Collection (including water)**
- **Rates Remissions Policies**
- **Water Billing**

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 Systems and Transactions

- Ensure all information pertaining to rating information database remains up to date and accurate in accordance with legislation and Council policy. This includes
 - maintaining changes to rating valuations
 - rate types
 - quantity and value of service provided
 - differentials
 - 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.
- Issue ad hoc assessments and rates invoices.
- Process rates adjustment batches and refunds.
- Implement and maintain systems so that all rates rebate applications are processed & information is passed on to the Department of Internal Affairs in the agreed format and to ensure funding is then received from them.
- Assist with the annual rate setting and year end rollover processes for both water and rates, in accordance with Council's rating policy and funding impact statement.
- Work with Council's contractor to ensure rates invoices and assessments are processed and distributed within the set timeframes.
- Advertising for rates (i.e. instalment due dates) is appropriate and correctly booked and delivered and ensure the information produced is clear and easy to understand.
- Penalties are processed accurately by due date and are assessed in accordance with Council Policy.

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 Collection (including water)

- Processing rate arrears letters.
- Discussing, arranging & negotiating repayments.
- Updating rate account memos & maintenance.
- Preparing penalty write-offs.
- Issuing mortgagee notices for payment of rates by mortgagee.
- Liaising with solicitors and mortgagees.
- Document preparation for legal action.
- Collect rates on Maori Land in accordance with legislation and Council policy.
- Manage the recovery of rates through Baycorp to sell abandoned land and rating sales.

Rates Remission Policies

- Assist with Statute Barred Rates write-off schedule.
- Respond to ratepayer enquiries.
- Ensure procedures maintained for Councils remission policies, including Maori Land.

Water Billing

- Create and maintain water meter accounts.
- Prepare & dispatch invoices.

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

Finance Operations Manager
Financial Policy Advisor
Rating Staff
Customer Services Staff
Staff in other Groups

Committees/Groups

Councillors
Joint Maori Committee

Person Specification

Qualifications

- Occupation-related certificate, NCEA Level 3 or equivalent level of learning through experience.

Knowledge/Experience

- Knowledge of land ownership.
- Consequence of rating and values.
- Experience in interpretation and application of legislation.
- Knowledge of rating legislation and Local Government Act (preferred).
- Database knowledge experience.
- Formal report writing skills.
- Public speaking experience.
- Communication and facilitation & diplomacy skills.

Key Personal Competencies

- Computer skills in Word and Excel, office etc to an intermediate level.
- Data Input.
- Communication skills (verbal & written).
- Conflict Management.
- Confident decision maker.
- Negotiation skills.
- Good interpersonal skills, able to communicate effectively with a wide range of staff and other relevant organisations where required.
- Customer Service experience.
- Self-motivated and able to work both independently and as a member of a team.
- Able to organise work thoroughly and to a high standard.

Personal Attributes

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