

## Rates Officer

<b>Location</b>	Thames	
<b>Reports to</b>	Rates Team Leader	
<b>Group</b>	Corporate Services	
<b>Direct Reports</b>	Nil	
<b>Financial Authority</b>	Nil	
<b>Legislation &amp; Bylaw</b>	<i>Local Government (Rating) Act 2002</i>	
<b>Functional Relationships</b>	<i>Internal</i> Rates Team Leader, Rates team members, Finance Manager, Customer Services team	<i>External</i> Quotable Values Limited, Waikato Regional Council, solicitors, consultants, contractors, rate payers and residents

### Our Council

As one of the largest employers on the Coromandel Peninsula, we are proud to be Thames-Coromandel District Council.

We will provide high quality, affordable services and facilities with excellent customer service. We will maintain innovative leadership and empower our communities. We will strive to make the Coromandel Peninsula a desirable place to live, work and visit. We will **be the best we can**.

To achieve our vision we aim to attract, employ and support people to be their best while being guided by our core values of **respect, integrity, innovation** and **teamwork**.

### How you fit

The **Rates Officer** role is responsible for 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.

## Your responsibilities

Accountable for	Successful when
<b>Rates (including Water Rates)</b>	<p>The Rates Team Leader is supported with the annual rates set and rating data lines by ensuring end-of-year functions in setting rates are complete.</p> <p>Rates invoices and assessment process is prepared to the stage of Rates Team Leader sign-off, ensuring:</p> <ul style="list-style-type: none"> <li>• Invoices and assessment are legally compliant and within the set timeframes</li> <li>• Advertising coverage is appropriate, correctly booked and delivered</li> <li>• Information produced is clear and easy to understand.</li> </ul>
<b>Rating Information Database</b>	<p>All information pertaining to the rating information database is up to date and accurate, in accordance with legislation and Council Policy.</p> <p>This includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>• New account creation</li> <li>• Rating valuations and changes</li> <li>• Rate types</li> <li>• Property sales and changes</li> <li>• Payments and direct debit detail</li> <li>• Ad hoc assessments and rates invoices are issued.</li> </ul>
<b>District Valuation Roll (DVR and SVDS)</b>	<p>All information required for the accurate valuing of rating units in the district is recorded in the DVR. This includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Creation of new rating units</li> <li>• Recording and coding of sales</li> <li>• Building consents</li> <li>• Errors, omissions and objections</li> </ul> <p>The relevant notices associated with ad hoc valuations are issued.</p> <p>Reconciliations are completed between DVR and Pathway, including correction of errors in QV from Pathway.</p>
<b>Financial Transactions</b>	<p>Rates adjustment batches and refunds are reviewed for sign off.</p> <p>Department of internal affairs rebate applications are checked and documentation for claim and receipting to rate accounts is prepared.</p>
<b>Names and Addresses Register (NAR)</b>	<p>The NAR is updated and maintained (including the task box) in line with NZ Post standards.</p> <p>New users are trained and competent in using the NAR.</p>
<b>Land and Property Information</b>	<p>Module owner is supported with the development and maintenance of documented processes.</p> <p>District Property processes are administered, including:</p>

	<ul style="list-style-type: none"> <li>• Issuing of new / changed street numbers as per Aus/NZ Rural &amp; Urban addressing standards</li> <li>• Creation of new subdivisions</li> <li>• File management</li> </ul>
<b>Water Billing</b>	<p>The water billing process is administered and records are maintained correctly and within a timely manner. Ongoing liaison with the contractor Veolia if documentation is incorrect or needs updating.</p> <p>Special meter readings and related invoicing are arranged as required.</p> <p>Invoices prepared and dispatched for large water users.</p> <p>Excess water remissions processed in line with Council policy.</p> <p>Ad hoc water invoices issued as required.</p>
<b>Rates Remissions</b>	<p>Remissions requests are evaluated and processed within policy guidelines and delegated authority, including:</p> <ul style="list-style-type: none"> <li>• Reminder letters</li> <li>• Applications acknowledged within 7 days</li> <li>• Applications processed and records updated by 20<sup>th</sup> July each year</li> </ul>
<b>Training and Team Support</b>	<p>Training and support provided within the team as required.</p> <p>Customers are assisted in their understanding of rates legislation and Council rates policies.</p> <p>Team training is delivered and participated in.</p> <p>Desk files are updated as appropriate by the Rates Officers.</p> <p>Desk files for new processes are audited to ensure they meet required standard.</p>
<b>Relationship Management</b>	<p>A customer focused approach is provided to all customers and key stakeholders with professional, accurate and relevant information provided.</p> <p>Internal relationships are effectively managed and maintained where Managers and staff seek and / or receive advice and guidance in a timely manner with successful outcomes.</p> <p>Sound professional relationships are established and fostered.</p>
<b>Organisational Support</b>	<p>Knowledge and skills are shared and other staff are supported.</p> <p>Procedures, information systems and policies are documented and complied with.</p> <p>Appropriate and agreed continuous professional development is undertaken.</p> <p>Civil Defence and Emergency Management training and activities are participated in.</p> <p>Other duties may be requested by the manager to support the business unit.</p>

<b>Health, Safety &amp; Wellbeing</b>	<p>All reasonably practicable steps are taken to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or inaction.</p> <p>All reasonable workplace health and safety policy and procedures are followed.</p> <p>Any reasonable instructions given are complied with.</p> <p>A personal commitment to Health, Safety and wellbeing is demonstrated, in accordance with TCDC's Health and Safety Policy</p>
<b>Te Tiriti o Waitangi</b>	<p>Commitment to an understanding of Te Tiriti o Waitangi is demonstrated, building a knowledge of Tikanga Maori.</p>

## About you

Honesty, Enthusiasm, Accountability, Respect and Teamwork are considered core competencies for all staff.

A successful **Rates Officer** will need the following to succeed:

<b>Knowledge</b>	<p>An understanding of the local government context and environment</p> <p>Knowledge of the relevant legislation and standards</p>
<b>Experience</b>	<p>Competent using Microsoft Office software, including Word, Excel and Outlook.</p> <p>Experience working with Council systems, such as ECM and Pathway, would be an advantage</p>
<b>Skills and attributes</b>	<p>Solution focused, understands the need for key relationships, acts with honesty, transparency and empathy for people and communities</p> <p>Innovative mind set, is an improvement focused team player that shows initiative and inspires commitment to achieve Council outcomes</p> <p>Good decision making and problem solving skills, can confidently analyse and apply key information with good judgement and takes accountability.</p>

I certify that I have read this position description and reasonably believe that I understand the requirements of the position. I understand that:

- This position description may be amended by the employer following reasonable notice to me
- I may be asked to perform other duties as reasonably required by the employer in accordance with the conditions of the position.

.....  
Employee

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Date

.....  
Employer

.....  
Date