



**Title: Rates & Financial Support Officer
Permanent Part Time – 20 hours per week**

Reports to: Finance Manager **Direct Reports:** None
Location: 96 West End, Kaikoura **Date:** 19 April 2024

Position Purpose:

This role is to provide support to the Rates and Finance functions of the Council, specifically to support rates and revenue services to ensure a seamless service delivery, and also to provide financial and administrative assistance to the entire finance team.

Areas of Responsibility:

These tasks are not recorded in order of importance. Key deliverables / expected results will be agreed with the Finance Manager on a regular basis.

Key Responsibilities	
Rates administrative support	<ul style="list-style-type: none"> • Assisting the rates team to respond to rates queries • Creating and maintaining direct debits • Reconciling direct debit dishonours • Processing rates rebates • Generating rates certificates for change of ownership • Assisting with filing of property information
Revenue support	<ul style="list-style-type: none"> • Creating invoices, refunds and credit notes • Water meter billing administration • Processing statement runs at month end • Assisting with debt collection • New Creditor loading
Contacts administration	<ul style="list-style-type: none"> • Ensuring the contacts database is correct • Merging duplicates and cleansing inactive contact data • Researching postal address validation with NZ Post
Financial support	<ul style="list-style-type: none"> • Assisting the finance team with the transition to a new core financial software package • Assisting the finance team with audits, preparation of reporting documents • all other support to the finance time as may be requested

Core competencies	
Customer service	<ul style="list-style-type: none"> All interaction with the public (including directly with customers) is friendly, helpful, and achieves the best outcome possible A good working knowledge and awareness of policies and procedures, contributing to development of better working practices
Finance and budgets	<ul style="list-style-type: none"> Ratepayers and debtors receive an efficient service, and rates and debtor revenue is regular and well-managed (overdue balances are minimal) Financial information is accurate and up to date at all times
Communication and teamwork	<ul style="list-style-type: none"> To maintain a positive attitude, and have open, honest and respectful communication with the finance team and the wider Council teams.
Records and information	<ul style="list-style-type: none"> Ensure Councils records are kept and maintained according to the standards set by Archives New Zealand. Complies with the Privacy Act and KDC confidentiality requirements as applicable
Emergency management	<ul style="list-style-type: none"> To take part in emergency event training as required To be available to support KDC's emergency response in an event

Key Relationships:

Internal

- CEO, Executive Team, and Managers
- Mayor and Councillors
- Finance & IT Team
- All Council staff

External

- Members of the public
- Ratepayers
- Customers

Person Specification:

Skills & Experience	Essential	Desirable
Good public relations and communication skills as well as cultural awareness	✓	
Well-developed computer skills particularly Microsoft Office suite and particularly Word and Excel	✓	
Proven ability to work effectively as part of a team	✓	

Proven ability in performing a range of tasks under competing demands, and producing a quality result, consistently on time	✓	
Discretion, and the ability to handle a high level of confidentiality and ambiguity	✓	
Initiative, the ability to think and act 'ahead of the curve' and proactively follow up	✓	
Experience in similar role or an administrative role where high levels of writing, initiative and creativity were required	✓	
Local Government experience		✓

Required Competencies:

Deciding and Initiating Action	<ul style="list-style-type: none"> • Takes responsibility for actions • Ability to multi-task and prioritise
Working with People	<ul style="list-style-type: none"> • Shows respect for the views and contributions of other team members • shows empathy; listens, supports, and cares for others • consults others and shares information and expertise with them • builds team spirit and reconciles conflict • adapts to the team and fits in well
Presenting and Communicating Information	<ul style="list-style-type: none"> • Speaks clearly and explains concepts well • Projects credibility • Easily establishes good relationships with customers and staff • Relates well to people at all levels • Uses humour appropriately to bring warmth and a positive attitude to relationships with others
Writing and Reporting	<ul style="list-style-type: none"> • Exceptional attention to detail. • Writes convincingly, clearly, and succinctly • avoids the unnecessary use of jargon or complicated language • writes in a well-structured and logical way • structures information to meet the needs and understanding of the intended audience.
Delivering Results and Meeting Customer Expectations	<ul style="list-style-type: none"> • Focuses on customer needs and satisfaction; sets high standards for customer service • Works in a thorough, methodical, and orderly way • consistently achieves project goals.
Learning and researching	<ul style="list-style-type: none"> • Rapidly learns new tasks and commits information to memory quickly • demonstrates a quick understanding of newly presented information

	<ul style="list-style-type: none"> encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback)
Planning and Organising	<ul style="list-style-type: none"> manages time effectively ensures deadlines and milestones are met
Adapting and Responding to Change	<ul style="list-style-type: none"> Adapts to changing circumstances shows an interest in new experiences and new systems and processes seeks continual improvement in systems and processes
Adhering to Principles and Values	<ul style="list-style-type: none"> Upholds ethics and values demonstrates integrity; promotes and defends equal opportunities, works collaboratively with diverse teams encourages organisational and individual responsibility towards the community and the environment

General:

As an employee of the Council, you are required to:

- Be available as required to support emergency management, or any exercise that might be organised in relation to the Council emergency function.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy and abiding by Council Policies.
- Respond to the Council's changing needs, performing other tasks as reasonably required.
- To ensure that Tikanga Maori and the Treaty of Waitangi is given proper consideration in all activities.
- Be responsible for providing a safe work environment, implementing KDC health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety.

How we work around here:

We work together

We are approachable

We do what we say we are going to do

We do the right thing