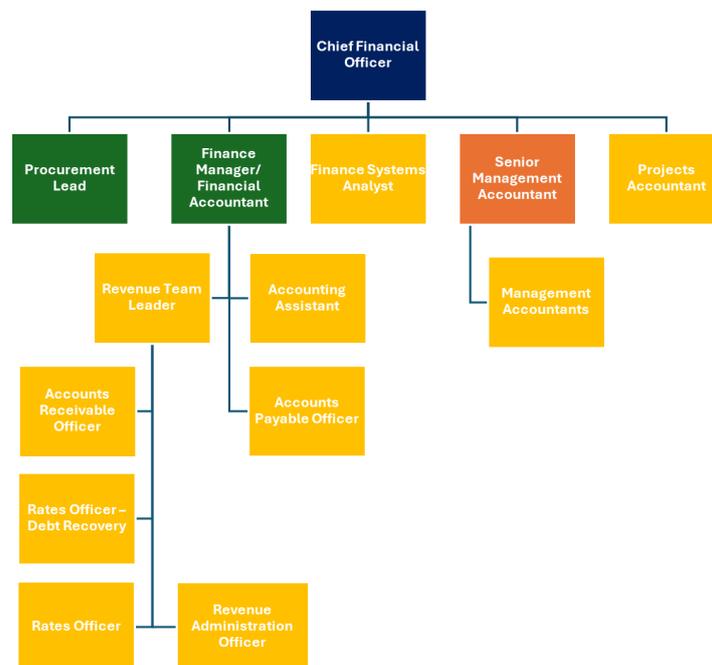


## Position Description: Revenue Administration Officer

<b>Business Group</b>	Finance Group
<b>Reports To</b>	Revenue Team Leader
<b>Direct Reports</b>	Nil
<b>Date</b>	March 2026
<b>Budget Responsibility</b>	Nil
<b>Financial Delegation</b>	Nil

### Business Group Structure



### Business Group Purpose

The Finance Group (“Group”) is responsible for the delivery of financial services, strategy and advice across the Timaru District Council (“Council”). The function is positioned to play a key role in Council strategic planning and decision making by taking responsibility for the provision of high level financial advice and analysis. The Group will ensure financial and audit compliance and minimise risk in all areas of Council. It critiques the commercial performance of Council and drives strategic commercial decisions for maximum value and minimal risk as appropriate. A key objective of the function is to work collaboratively

across the Council to determine priorities and develop integrated solutions that are best for the Timaru District as a whole.

### **Purpose of the Position**

The Rates Officer is responsible for assisting with providing an efficient customer orientated rating system. This position has a high degree of contact with other staff, lawyers, Quotable Values Limited and members of the public.

### **Key Relationships / Customers**

<b>External</b>	<b>Internal</b>
Members of the public	Finance Group
Contractors & Consultants	All TDC Staff
Lawyers	Solid Waste Unit
Quotable Values Limited and other Providers	Drainage and Water
Counterparts of other Territorial Authorities	

### **Position Responsibilities**

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

### **Customer Focus**

1. Provide a high level of customer service, to both internal and external clients in response to queries relating to rates and valuation matters.
2. Ensure services are delivered in an effective and professional manner, and effective working relationships are maintained with ratepayers, solicitors and key stakeholders.
3. Provide information pertaining to the rating system in a timely, courteous and professional manner to ratepayers, solicitors and other agencies.

### **Rating Information database (RID)**

4. Ensure all information pertaining to the rating information database remains up to date and accurate in accordance with legislation and Council Policy within the Timaru, Temuka, Geraldine and rural areas. This includes maintaining changes to:
  - a. identifying contiguous properties;
  - b. Zones/Rates Lines/Memos;
  - c. profiles and records of property sales/changes to ratepayers and property owners;
  - d. power of attorney; estates;
  - e. email and address changes;
  - f. direct debit details and associated schedules of payments;
5. Issue ad hoc assessments and rates invoices.
6. Assist with project work relating to the implementation of rating legislation.
7. Assist in the rate roll maintenance regarding change of property ownership within the Timaru, Temuka, Geraldine and rural areas.

### **Accounts Receivable**

8. Provide assistance with or back up to the Accounts Receivable Officer for the following tasks:
  - a. Bank receipting and bank downloads
  - b. Setting-up of Rental Debtors
  - c. Processing of electronic invoice requests and water/trade waste billing
  - d. Provision of copies of invoices requested by debtors
  - e. Processing loan transactions and reconciliations
  - f. Retention processing

### **Financial Transactions**

9. Process rate adjustments and refunds, including penalty remissions, receipt reallocations and balance transfers.
10. Ensure quarterly rates invoices are accurately generated, approved, and submitted to external service providers for printing and distribution within

required timeframes and in accordance with Council policy and legislative requirements.

11. Apply and administer rates penalties in accordance with legislative requirements and Council policy, including accurate calculation, application, and adjustment where required.
12. Liaise with the Drainage and Water Unit and Solid Waste Unit regarding service change discrepancies.

### **Reconciliations**

13. Reconcile Cross Check reports and update rates lines for Waste Management, Water and Sewer Units with regard to service change discrepancies.
14. Process the monthly reconciliation of DVR vs QV to ensure the accurate maintenance of the rating valuation roll and valuation system.
15. Process the quarterly reconciliation for Halls/Downlands/ECAN reimbursements.

### **Name and Address register (NAR)**

16. Create, update and maintain the NAR adhering to NZ Post standards.
17. Update and set up email details for customers.
18. Update / amend addresses, names, and/or surnames.

### **Integrity Checks with External Stakeholders**

19. Ensure Land Information New Zealand (LINZ) records of titles correspond with the RID and search titles when requested.
20. Ensure Quotable Value (QV) cards correspond with RID and update changes accordingly.

### **ECAN Rates and Loans**

21. Ensure all information pertaining to the rating information database remains up to date and accurate in accordance with legislation and Council Policy, including: maintaining changes to Healthier Homes Load (HHL) properties and updating Rates Lines / Memos and the HHL Register.

### **Team Support**

22. Provide assistance to solicitors.
23. Provide training to other support staff as required.

## General

24. Actively engage in setting own goals and objectives.
25. Assist with other duties as reasonably required by the Revenue Team Leader.
26. Take responsibility for ensuring Council information, data and records are stored with appropriate accessibility in designated systems, using processes and tools as described in the current Information Management Policy.
27. To actively contribute to health, safety and wellbeing through working safely, taking responsibility for keeping self and colleagues free from harm, reporting all incidents and hazards promptly and knowing what to do in the event of an emergency.
28. To be actively involved in Civil Defence Emergency Management when required.
29. To live the COSI values; Customer Focus, One Team, Success and Integrity and consciously support a team culture that is consistent with the overall organisations values and above the line behaviours.
30. Commitment to the principles of the Treaty of Waitangi.

## Formal Qualifications / Training / Experience

<b>Minimum Qualification</b>	NZQA Level 4 Qualification in Accounting, Business, or a related field
<b>Desired Qualification</b>	NZQA Level 5 Qualification in Accounting, Business, or a related field
<b>Minimum Experience</b>	Two years plus relevant experience.
<b>Desired Experience</b>	Three years plus relevant experience.

## Key Competencies / Skills / Knowledge

- High level of honesty, integrity, confidentiality and a trustworthy manner.
- Ability to attain a sound knowledge of the Timaru District Council rating system within a reasonable timeframe.
- Ability to work as part of a small team.
- Ability to work with minimum supervision.
- Ability to handle confidential information, to work under pressure and to meet deadlines.

- Excellent verbal and non-verbal communications skills.
- Excellent inter-personal skills are essential with the ability to work with a wide range of stakeholders and able to resolve or de-escalate a volatile situation.
- Excellent administration skills, including attention to detail and accuracy with figures.
- Ability to maintain accurate records in a timely manner are required.
- Excellent computer skills with strong working knowledge of the Microsoft Office environment.

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**Chief Financial Officer**

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**Revenue Administration Officer**

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**Date**

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**Date**