

JOB DESCRIPTION
May 2026

Title & Reporting Relationships

Position Title:	Rates Officer, Te Āpiha Reiti, Rates Team, Corporate Services Group.
Grade:	SP 10
Reports to:	Team Leader Rates
Direct Reports:	Nil
Purpose of the Group and the Position:	<p>The Corporate Services Group comprises: Corporate Planning and Reporting; Business Improvement, Finance and Digital Solutions. The Group has responsibility for providing the strategic management and robust effective operation of all financial management, information and technology management, and will undertake continuous monitoring and review of these functions for the Council.</p> <p>Within this Group, Finance has responsibility for the staff, financial assets, financial systems and processes which ensure delivery of high quality financial services across the Council. These include financial management and reporting, revenue management and payments. Finance is primarily responsible for delivering effective, financial management and processing, rates levying and management, and audit and financial risk management. Finance is comprised of three teams – Rates, Financial Accounting, and Financial Planning and Performance.</p> <p>The council has over 26,000 ratepayers who are invoiced for both property and water rates on a quarterly basis.</p> <p>The Rates team is responsible for ensuring the invoicing and collection of property and water rates is carried out in compliance with relevant legislation including the Local Government Act 2002, the Local Government (Rating) Act 2002; The Rating Valuations Act 1998 and in a manner that is:</p> <ul style="list-style-type: none"> • Customer focused • Efficient • Accurate • Timely

The Rates Officer works as part of a team to ensure all functions are working effectively. Responsibilities include maintaining rating and ratepayer information; processing changes; rates rebates; direct debits; transfers and refunds; Solicitor requests for rates information, Final water meter readings; debt collection and responding to customer enquiries.

Indirect Reports: Nil

Internal Customers: This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders including:

- Rates Manager
- Team Leader Rates
- Group Manager Corporate Services
- Chief Financial Officer
- Other members of the Rates and wider Finance Team
- Customer Engagement Team
- ICT Team
- staff from other teams across the Council

External Customers:

- Ratepayers
- Solicitors
- Valuation Service Provider (VSP)
- Debt Management agencies
- MagiQ
- Department of Internal Affairs
- Land Information New Zealand

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services and performance of regulatory functions in a way that is most cost-effective for businesses and households. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influence how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

We require that all staff demonstrate behaviours that underscore our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers' needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of the implications of the Treaty of Waitangi on the operations of a local authority.

Functional Key Results

Technical

Rates Administration and processes

- Respond to customer queries received by phone, email or service request promptly.
- Daily balancing of the Rates Ledger to the general ledger.
- Maintain Council's rating database by ensuring requests including but not limited to:
 - Change of Ownership notices and new owner packs;
 - Direct debit authorities;
 - Refund/ transfers requests;
 - Change of address and email requests;
- Process solicitor requests for rates and final water meter readings accurately and promptly and save relevant documentation in Councils document management system.
- Manage the monthly direct debit recalculation process including ensuring all templates are updated and letters issued as required.
- Investigate new postal addresses for returned rate assessments and invoices as required.
- Communicate effectively with other teams across Council to ensure all relevant information for the New Owner Information Packs is appropriate and up to date.
- Process rates rebates accurately as required including but not limited to:
 - Contacting the applicant to clarify any queries;
 - Electronic processing of rates rebate applications to Department of Internal Affairs (DIA);
 - Sending rates rebate applications and claiming reimbursement from the DIA;
 - Balancing claims against DIA reimbursement;
 - Liasing with DIA as required.
- Provide backup and support to other members of the rates team including for water rates as required.
- Proactively contribute to continuous improvement and maintaining up to date process documentation.
- Assist with collection of outstanding property and water rates as required.

Legislative Compliance

- Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).

Project Management

- Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.
- Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.
- Ensure Council processes and procedures are complied with.

Customer Service

- Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values.
- Maintain confidentiality at all times.

Teamwork

- Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.
- Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.
- Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.
- Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.

Financial Management

- Ensure all your financial activity is conducted in accord with current policy and procedures.
- Ensure you work within your financial delegation.

Monitoring and Reporting

- Review, monitor and report on activity or projects as required by the manager.
- Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.

Relationship Management

- Build and maintain effective professional working relationship with all key stakeholders.
- Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.

Information Management

- Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.

Personal Key Results

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of the Treaty of Waitangi and its application for the Council.

Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying work place risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- Taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment;
- Reporting any risks and/or hazards you become aware of in the workplace;
- Observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment;

- Notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours;
- Notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- Complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge and Experience

- Demonstrated strong attention to detail.
- Relevant experience working in a customer administration-focused environment.
- Excellent problem-solving skills with demonstrated accurate numerical and data-entry skills.
- Demonstrated good interpersonal skills, commitment to customer service and capability to work with a wide range of people within and outside the organisation.
- Demonstrated ability to plan, work to and meet deadlines and manage workloads effectively.
- Effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member.
- Experience working with financial systems, software and databases and/or has the ability and willingness to learn new systems and applications.
- Excellent written and verbal communication skills.
- Knowledge of the Local Government (Rating) Act 2002 and other relevant legislation/or experience working in a similar role.
- High level of computer skills competency – MS Office products; and MagiQ is an advantage.
- Preferably a holder of a current and valid NZ Drivers' license.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Civil Defence, Emergency Management and Business Continuity Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence and/or Emergency Management duties in the event of an emergency. (Training will be given as appropriate.)

Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.