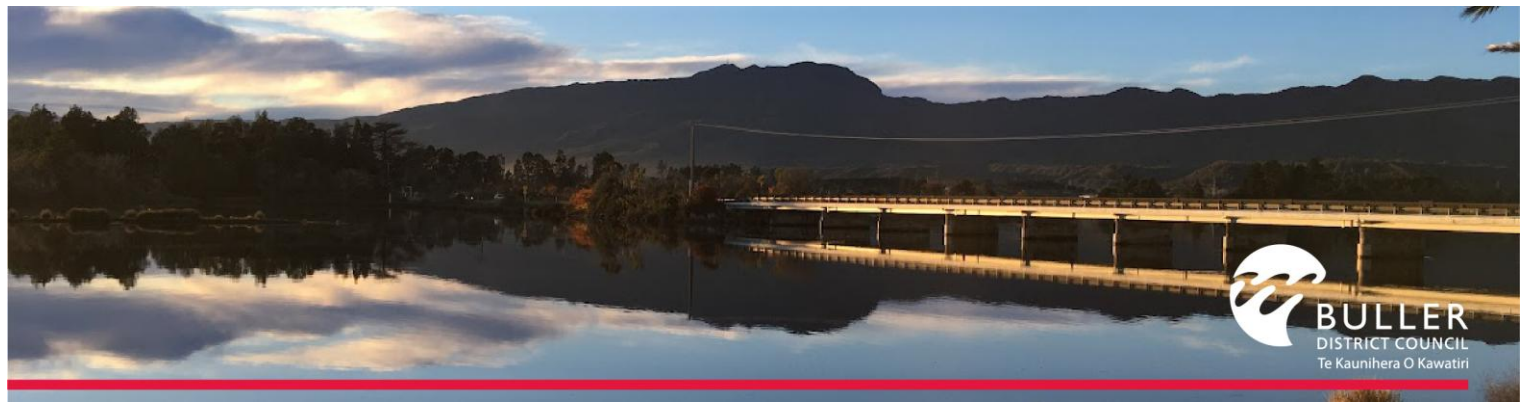




Position Description – Financial Services Officer – Banking & Rates

The position reports to: Financial Accountant **Grade:** 13

Hours of work: 40

Position purpose:

To provide efficient and accurate administration of Council's banking, rates, revenue and finance functions.

The role is responsible for supporting the administration and collection of Council rates, maintaining rates and customer databases, assisting with debt management and rates rebates, and supporting statutory rating requirements.

The role also administers day-to-day banking processes, cash receipting, general ledger maintenance, reconciliations, data integrity checks, and financial system processes to ensure accurate financial reporting and compliance.

The Key areas of responsibility include:

Rates & Revenue Administration

- Assist with the accurate and timely processing, maintenance and collection of Council rates.
- Maintain customer databases.
- Assist with quarterly striking of rates
- Process direct debit applications and prepare banking schedules.
- Support ratepayer enquiries and provide rates-related information.
- Assist with rates rebate applications and administration.
- Liaise with customers regarding rebate eligibility and processing.
- Administer rebate claim submissions.
- Reconcile rates rebate payments and associated general ledger accounts
- Ensure rebates are processed accurately and within agreed timeframes.

Debt Management & Recovery

- Assist with Council's debt management processes.

	• Support collection activities and monitoring of overdue rates and debtors. • Work with ratepayers on payment arrangements where required. • Ensure compliance with internal controls, Council policy and relevant legislation. • Provide debt management reporting and administration support.
Banking, Cash Receipting & Reconciliations	• Manage daily banking and receipting functions. • Assist staff with receipting modules and banking processes. • Process electronic transactions and allocate receipts, payments and direct debits to appropriate ledgers. • Import and process bank transactions. • Complete bank reconciliations and balance sheet reconciliations. • Maintain cash update files and ensure transactions are posted to the correct accounting period. • Investigate and resolve reconciliation discrepancies.
General Ledger Operations & System Maintenance	• Assist with month-end and year-end financial processes. • Support subsidiary ledger reconciliations and financial system maintenance. • Assist with system backups and financial period rollovers. • Ensure financial records are accurate, complete and compliant with accounting standards and Council requirements.
General Accounting & Finance Functions	• Assist with preparation of reports, reconciliations and workpapers. • Support finance system administration and maintenance. • Assist with audit requests and preparation of supporting documentation. • Provide support across finance functions as required. • Provide backup support for critical creditor processing functions.
Customer Service	• Deliver high-quality customer service to ratepayers, residents, suppliers and internal stakeholders.

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- Respond to customer enquiries by telephone, email, correspondence and in person.
 - Maintain confidentiality when handling rates, revenue and financial information.
 - Ensure requests are managed within agreed service standards.
 - Provide accurate and timely information and advice.
 - Escalate enquiries appropriately where required.
 - Build positive and productive relationships with customers and stakeholders.

Deliverables:

Big picture

- Deliver accurate and timely rates, revenue and banking administration services, including rates processing, receipting, direct debits, debt management support and customer database maintenance.
- Maintain the integrity of Council's financial and rates systems through effective general ledger administration, reconciliations, system maintenance and data accuracy controls.
- Provide exceptional customer service by responding promptly and professionally to rates, revenue and finance enquiries and delivering accurate advice to internal and external customers.
- Support compliance, reporting and statutory requirements through assistance with rates setting, rates rebates, audit requests, financial reporting and legislative obligations.
- Contribute to the effective operation of Council's Finance Team by providing finance administration support, backup coverage for critical functions, continuous improvement initiatives and collaborative teamwork across the organisation.

Performance

- Achieve performance goals and expectations and follow leadership instructions on time and to a high standard consistently
 - Report on progress to plan against own KPIs
 - Take an active role in own goal-setting, learning and development
 - Correctly and appropriately use technology as required for the role, including new technologies
 - Contribute to the sustainability efforts and financial position of the Council through responsible use of resources and equipment
 - Comply with all legislation and Council policies
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	• Contribute to the sustainability efforts and financial position of the Council through responsible use of resources and equipment • Set a positive example for punctuality, attendance and work ethic
People & Capability	• Be a positive and constructive team member • Collaborate on cross team/discipline projects and teams as required • Constructively and successfully adapt to changes • Take positive actions to keep self and others physically and psychologically safe and well • Attend, be prepared for and engage constructively in all meetings • Deliver exceptional customer service consistently (make every interaction count) • Build effective, sustainable relationships at all levels • Have consistently positive interactions externally and with Subcommittees and Elected Members (as required for role)
Requirements for all staff	• Buller district council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partners to deliver on our obligations under Te Tiriti o Waitangi. • Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault. • Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager. • Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies. • Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Buller District Council policies and processes.
Emergency Management requirements for all Council Staff	• Buller District Council has a legislative responsibility to respond to adverse events within our communities. As such, any staff member may be required to assist the Emergency Management Team in responding to such an event. Family circumstances and BAU roles will be taken into account.

Required assistance may include:

- Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
- Respond to civil defence emergencies or adverse events wherever possible and if it is safe.
- Participate in any required Civil Defence exercises to maintain essential services.

Key relationships

Internal	External	Committees/groups
Group Manager Corporate Services	Ratepayers and Residents	
Manager Finance	Audit New Zealand	
Financial Accountant	Westpac Bank	
Management Accountant	Valuation New Zealand	
Corporate Services Team	Land Information New Zealand (LINZ)	
Finance Team	Debt Collection Agencies	
All Council Departments	Council Legal and Accounting Advisors	
	Suppliers	
	Iwi	
	Council Stakeholders	

Skills and Experience (JD Specific)

Essential	Desirable
• Minimum 3–5 years' experience in finance, banking, rates administration, revenue administration, or a related financial services environment. • Experience processing financial transactions, receipting, reconciliations and general ledger functions.	• Experience in local government finance and rating administration. • Knowledge of the Local Government (Rating) Act 2002 and related rating legislation. • Experience with rates administration, rates rebates and debt management processes. • Experience with debt recovery and collection procedures.

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| <ul style="list-style-type: none"> • Experience using financial management systems and maintaining data integrity. • Strong customer service experience dealing with internal and external stakeholders. • Demonstrated understanding of accounting principles and financial processes. • Experience managing competing priorities and meeting deadlines with a high degree of accuracy. • Strong analytical, numerical and problem-solving skills. • Proficient in Microsoft Office applications, particularly Excel. • Excellent written and verbal communication skills. • High attention to detail and commitment to confidentiality. | <ul style="list-style-type: none"> • Experience using MagiQ or similar enterprise financial management systems. • Experience preparing audit workpapers and supporting external audits. • Knowledge of banking and cash management processes. • Experience working with property, valuation or revenue databases. • Understanding of public sector financial and legislative requirements. |
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Education, Qualification, Memberships

Essential

- NCEA Level 3 or equivalent secondary school qualification.
- Relevant practical experience in finance, accounting, banking, revenue or customer service administration.
- Current New Zealand Driver Licence.
- Legal right to live and work in New Zealand.

Desirable

- Accounting technician or bookkeeping qualification.
- Ongoing professional development in local government finance, rates administration or customer service.
- Training or certification in financial systems, accounting software or database administration.