

Position Description

POSITION	:	Accounts and Rating Support Officer
REPORTS TO	:	Accounts and Payable Lead Officer
LOCATION	:	Alexandra (main Council offices)

Purpose

To ensure the debtors ledger is well managed with timely and accurate billing of invoices, proactive revenue collection, reconciliation of control accounts and appropriate customer data maintenance. To oversee the accurate processing and maintenance of all water billing and meter reading functions, coordinate well with field staff and contractors in the execution of duties and play a key customer service role, including dealing with difficult customer enquiries.

Fully administer the direct debits for the organisation and provide ongoing assistance, back up and support to the Senior Rating Officer and the Accounts and Payable Lead Officer inclusive of creditor processing.

Our Values

Our values embody the culture of the Central Otago District Council, how we behave and how decisions are made. They are built by staff, for staff, ensuring that all employees are on the same page so we can achieve and deliver our vision.



**Be
Respectful**



**Work
together**



**Be
courageous**



**Me manaaki tētahi ki tētahi, me
pakihiwitahi te tū – kia haere tahi ai tātou**

Respect each other, stand shoulder to shoulder – so that we may travel on this journey together

Principal Duties and Responsibilities

Water billing

- Oversee the meter reading process, including scheduling, prioritising routes to be read, and preparing devices for the meter reading process, liaising with the contractor and managing service requests.

- Download the water meter read files to prepare, review calculations and appropriately collate water billing invoices for efficient distribution, final read notices and any other related water billing requirements.
- Process new or cancelled accounts, meter changes and any other similar water billing activities as required.
- Researches, interprets, and analyses account history to resolve billing questions on meter readings & calculate remissions where appropriate.
- Receives and responds to staff and customer queries on billings, meter readings and other water related customer service issues.
- Manage and maintain the establishment of new water accounts and inform the rates officer to ensure rating changes are accounted for.
- Apply penalties to overdue accounts as appropriate and ensure all appropriate recovery action is taken on overdue balances.
- Recalculate all water volumetric charge direct debits for the commencement of the new financial year, estimated based on previous usage.
- Have a good understanding of uniform annual water rate and volumetric water rate.
- Evaluate and participate in recommending & implementing areas for improvement in the meter reading and water billing process.

Debtors

- Establish new debtor accounts, maintain existing accounts and manage duplications.
- Prepare and print invoices, monthly and annual auto invoicing, credit notes and debtor statements.
- Actively liaise with the Property team to ensure our billing of leases is as expected.
- Proactively manage the dissemination of the monthly statements, liaise with internal managers and manage collection of debtors' overdue balances.
- Contribute to our annual accounting processes in terms of write-off procedures.
- Provide ongoing assistance, back up and support to the Senior Rating Officer, and Accounts and Payable Lead Officer.

Rates

- Ensure the timely and accurate processing of rates rebates in line with the Department of Internal Affairs guidelines.
- Confirm and appropriately action rates transfers and authorised rates refunds.
- Recalculate all rates direct debits for the commencement of the new financial year rates strike.
- Process sundry rates transactions such as but not limited to sales notices.

General Rates & Billing

- Accurately upload all direct debits and run the weekly and monthly direct debits.
- Ensure integrity of customer database (especially duplicates) is maintained at all times.

- Ensure all file maintenance is documented in an accessible, transparent way and appropriately referenced with all supporting documents.
- Prepare month-end closing procedures and ensure all related control accounts are reconciled, correct and balances explained.
- Follow up rates and water bills (invoices)/correspondence that is returned wrong address.
- Process requests to register for emailed rates and water invoices.
- Ensure direct debit agreements for debtor invoicing are transparently co-ordinated.
- Assist in the project to get more of our correspondence automated via email.

Accounts Payable

- Process approved creditor invoices
- Reconcile approved invoices and follow up any outstanding supplier invoices.
- Assist in the creation of the accounts payable payment file
- Fully understand the purchase order invoice matching system to assist budget holders with invoice sign off.
- Process, reconcile and ensure appropriate authorisation of the monthly credit card accounts.
- Identify, advise and if appropriate, implement improvements and enhancements.

Key Result Areas

Key result areas have been identified to assist in formulating performance objectives. The duties of the position are being carried out to a satisfactory standard when:

1. All accounts receivable invoices and statements are printed and delivered on time.
2. All accounts over three months have recovery action initiated, a payment plan in place, or satisfactory explanations received from the debtor and/or line managers, as to why credit terms should be extended.
3. Correct information is given to ratepayers and other external parties.
4. All responsibilities in relation to the monthly and year-end accounts are completed accurately, appropriately and actioned within the required timeframe.
5. Integrity of the customer database is maintained at all times.
6. Requested reports are available within the agreed timeframe.
7. No breaches of confidentiality or privacy occur.

Delegations

Makes decisions within the authority delegated by the Accounts & Payable Lead Officer, the Chief Financial Officer, Group Manager – Business Support, the Chief Executive Officer and within the delegations policy.

Relationships

External

Public
PWC
Audit New Zealand
Deloitte

Internal

Chief Executive Officer
Group Manager – Business Support
Chief Financial Officer
Accounts and Payable Lead Officer
Finance Team
Business Support team
All Staff

Position Requirements

Experience/Knowledge

- General office administration experience, either within a sole charge office environment or within an accounts department is preferred.
- An understanding of the Local Government (2002) Act and the Rating (2002) Act is preferred but not essential.

Specific Skills

- Skilled in the use of Microsoft Word and Excel
- High level of data input accuracy
- Knowledge of GST
- Database management including query systems for extracting information

Personal Qualities

- Confidential
- Team person
- Good communicator
- Adaptable
- Good time management and organisation
- Ability to prioritise