

Position Description

Position Title

Revenue Recovery Officer

Location

Rangiora Service Centre

Contract Type

Permanent

Date

October 2026



Department

Finance & Business Support



Unit

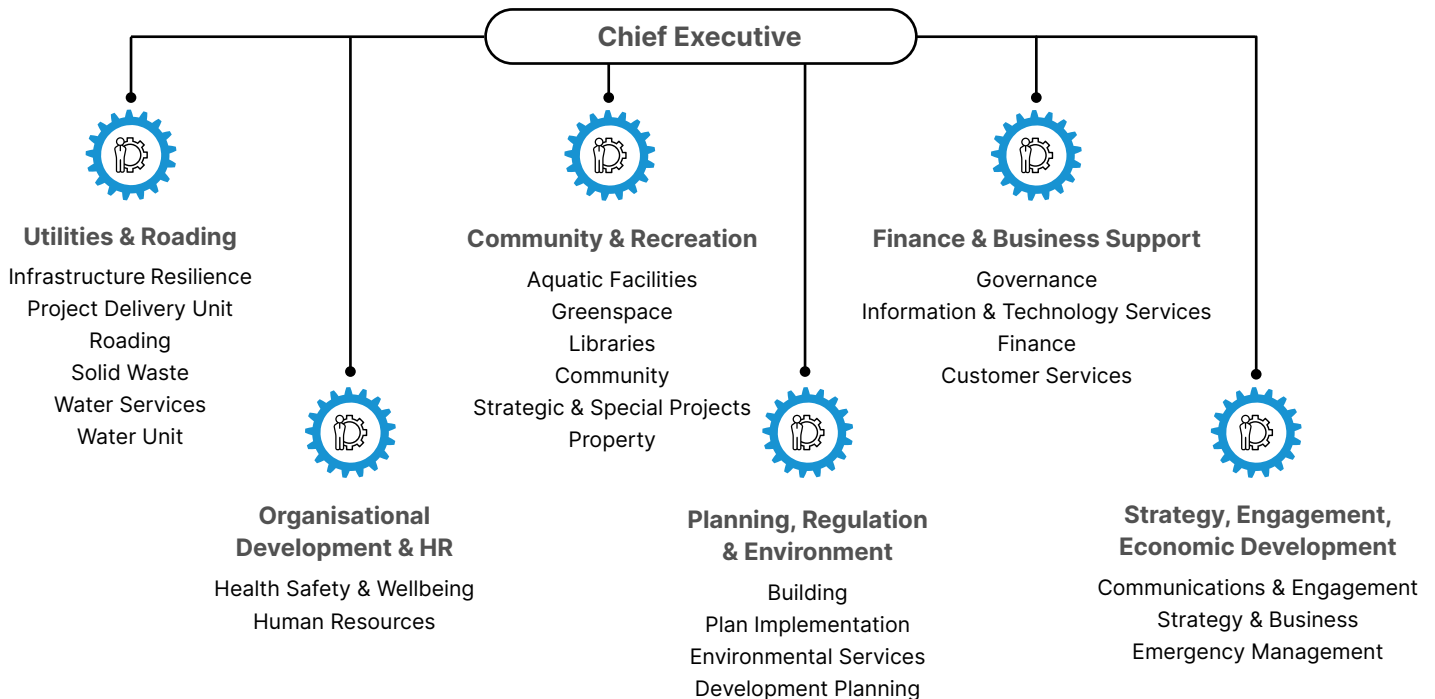
Customer Services



Team

Rates & Debtors

Organisation Context



Tā mātou mauri

Our principles

Our purpose

To make Waimakariri a great place to be, in partnership with our communities.

Our vision

We are a respectful, progressive team delivering value for our customers.

Our values

We will...

Act with integrity, honesty and trust

Keep you informed

Do better every day

Take responsibility

Work with you and each other

Our customer promise

We will be professional, approachable and solutions-focused.

Position Details

Purpose of Position

To effectively manage and recover overdue rates, sundry debts, infringements, and other receivables owed to Council while maintaining strong customer relationships and ensuring compliance with legislative requirements, council policies, and best-practice debt recovery processes.

Work proactively with ratepayers, residents, businesses, customers and other Council staff to minimise arrears, negotiate sustainable payment arrangements, and protect Council revenue.

Facilitate the resolution of debtor disputes to ensure customer issues are resolved fairly and promptly.

Key Relationships

Responsible to

Rates and Debtors Team Leader

Responsible for

Nil

Internal

Customer Services Manager; GM Finance and Business; Rates and Debtors Team; Customer Services Team; Finance Team; Plan Implementation Unit Manager; Environmental Services Manager; Subdivisions Team, Water Services Units, Building Unit

External

Ratepayers and Debtors; Collection Agencies; Disputes Tribunal; Mortgagees; District Court and High Court; Council Solicitors

Is there an approved delegated authority for this role? ☒ Yes ☐ No

If yes, state limit for role \$: 5,000.00

If yes, is this role responsible for that budget? ☐ Yes ☒ No

Vetting Requirement (contact HR for further advice as required)

Under the NZ Police vetting criteria, thorough vetting is required to safeguard communities by assessing the backgrounds of individuals who work with vulnerable populations.

This role provides care/protection/education/training to vulnerable members of society such as children, young people, elderly and/or disabled. ☐ Yes ☒ No

If yes, does this role fall under the Children's Act 2014? ☐ Yes ☐ No

If yes, this position has been identified as:

Vetting under the Children's Act 2014 is necessary to ensure the safety and well-being of children by thoroughly assessing individuals who work with them.

Key Result Areas

KPI (area of responsibility)

Assess and approve applications for credit accounts and stop credit where terms of trade are not being met.

Manage a portfolio of overdue rates and sundry debt accounts. Monitor debt ageing and identify accounts requiring recovery action. Contact customers regarding outstanding debts through phone, email, letter and face to face communication. Resolve disputed accounts in conjunction with operational departments.

Negotiate and monitor payment arrangements for customers who are unable to pay on time.

Escalate unresolved accounts through approved recovery processes. Prepare accounts for legal or external debt collection action where appropriate.

Recommend account write-offs, provisions or recovery action where appropriate. Prepare the annual provision for doubtful sundry debts.

Measure (successful when)

Credit applications are reviewed promptly. Customer service and risk are balanced to provide a fair outcome for applications.

Customer disputes or requests for additional information are answered or referred promptly. Achieve annual collection/resolution targets as agreed. Maintain timely follow-up on overdue accounts.

Payment plans are realistic and work for both Council and the customer. 95% of payment arrangements monitored and actioned within agreed time frames. Missed arrangements including dishonoured direct debits are followed up within 5 working days.

Collection processes are carried out in accordance with legislation, Council policy and approved processes. Comprehensive records are kept of action taken and customer responses. Processes are administered fairly and consistently.

The Council's financial position with regard to accounts receivable is up to date and realistic. Delegations for debt write-off are observed.

Key Result Areas Continued

KPI (area of responsibility)

Produce regular reports on arrears, collection activity and payment arrangements.
Maintain accurate records within financial systems.
Assist with month-end reporting and reconciliations.
Contribute to continuous improvement initiatives.
Monitor collection trends and recommend process improvements.

Provide professional, respectful and solutions-focused service.
Respond to customer enquiries regarding rates, invoices, payment options and debt recovery activities.
Explain Council processes and obligations clearly and confidently.
Support vulnerable customers with empathy while maintaining Council's financial responsibilities.

Maintain knowledge of relevant legislation as it affects this role including:
Local Government (Rating) Act
Local Government Act
Privacy Act

Ensure collection activities are conducted ethically and legally.

Measure (successful when)

Monthly status report to General Manager Finance & Business Support
Fortnightly meeting with Team Leader.
Reporting completed within required deadlines.
Maintain high levels of data integrity and record accuracy.

Maintain positive customer feedback and professional interactions.
Respond to customer enquiries within agreed service levels.
Customer notes and actions recorded within 24 hours.
Demonstrate empathy while maintaining effective collection outcomes.
Participate in team meetings and improvement initiatives.
Contribute positively to Team culture and organisational values.

100% compliance with Council policies and relevant legislation.
No substantiated privacy or process breaches.

Person Specification

Education/Qualifications

Minimum requirement for the role:

National Certificate Level 3 NCEA Level 3

Education to minimum school leaving age NCEA level 1, 2 or 3 (please specify)

Specifications and/or further information:

A certificate or diploma in a relevant topic eg accounts receivable, credit control or revenue management, is desirable. Current unrestricted drivers licence.

Knowledge/Experience

Minimum requirement for the role:

4-5 years

Needs to draw on relevant longer-term experience specific to the job and work demands, acquired over time.

Further information:

Accounting principles as they apply to accounts receivable (eg debits, credits, doubtful debts, bad debts)
Practical experience in a credit control or accounts receivable role
Experience in a customer service role requiring negotiation or dispute resolution

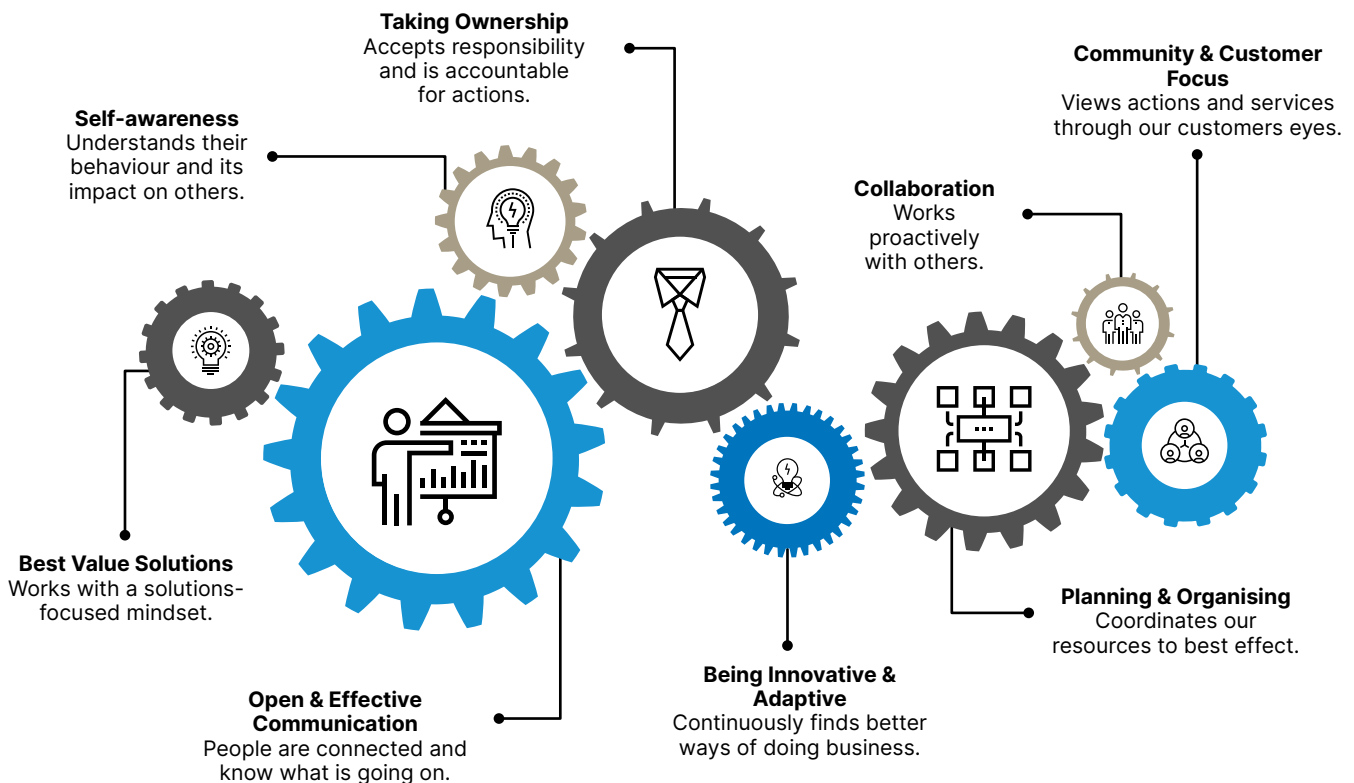
Attributes

A friendly and professional manner with a strong customer focus; Team player with a positive and enthusiastic attitude and strong personal values; Confidentiality and discretion in sensitive situations; Ability to show empathy
Multi-cultural awareness and sensitivity; Calm and confident manner to handle potentially uncomfortable conversations
Persistence to get past excuses; Sound judgement and the ability to make decisions; Ability to build relationships and rapport based on trust and mutual respect. Authoritative and knowledgeable.

Skills

Strong negotiation and influencing skills
Shows initiative with a practical approach to problem solving and conflict resolution
Organisational skills and time management
Excellent numeracy and reconciliation skills
Manage and prioritise multiple tasks
Demonstrates active listening
Strong oral and written communication skills with a high level of accuracy
Competent computer skills including proven competence with Microsoft Office products

Core Competencies



Key Requirements for all Council Staff

- ✓ Embrace principles contained in Tā Mātou Mauri, model the Council's values and continuously seek self-improvement regarding our core competencies.
- ✓ Participate in Civil Defence training programmes and exercises and assist effectively in disaster recovery and business continuity planning.
- ✓ Take reasonable care for the health and safety of yourself and others at the WDC (including visitors, volunteers, contractors, and general public). Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents in the workplace are reported.
- ✓ Manage information of all activities within the Council's corporate business and information systems according to information management policies and procedures.
- ✓ Ensure that proper account of tikanga Māori and the Treaty of Waitangi is taken in all activities.
- ✓ Maintain an effective partnership with mana whenua as provided for in our agreements and understandings between Council and Te Ngāi Tūāhuriri Rūnanga.

Amendments to Position Description

From time to time it may be necessary to consider changes in the Position Description in response to the changing nature of our work environment – including technological requirements or statutory changes.

Position Description approved by

Maree Harris

Date

15 October 2026