



Mahi Tahī

We are one team, stronger together as we work with and for our community to deliver outcomes that matter.

#arohatōmahī

We love our work and know that our work matters. That is why we do what we say we will do and apply energy and enthusiasm across our mahi.

Manaakitanga

We put our people first by showing them that they matter, through a focus on whānau's needs and aspirations.

Tiakitanga

We proudly and professionally contribute every day to the care of our community and whenua with courage, positivity and mana – leaving a legacy which future generations will embrace.

Details

JOB TITLE	Finance Officer – Water Billing
REPORTS TO	Financial Services Manager
GROUP	Community Infrastructure
DIRECT REPORTS	Nil
INDIRECT REPORTS	Nil
FINANACIAL DELEGATIONS	Statutory delegation may change from time to time in alignment and as approved by Council.
WARRANTS REQUIRED	TBC
GRADE	SP 13 (12 month Fixed Term)

*He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hapori – mai i te pae maunga o Tararua ki te moana
With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.*

Purpose

To process Water Billing Invoices. Provide assistance with Rates, Accounts Payable and Sundry Debtors and to provide back-up support for Finance functions as required within set time frames.



Skills, Knowledge and Experience

QUALIFICATIONS	A relevant qualification and/or experience in Local Government will be an advantage.
EXPERIENCE	Proven practical financial experience, with sound working knowledge of financial applications and legislation. Proficient in the use of suite of Microsoft products in particular Word and Excel. Demonstrated accuracy in numerical and alpha data-entry.
KNOWLEDGE	Knowledge of local authority council tax, non-domestic rates, benefit and sundry debt regulations and legislation Knowledge of the Local Government Act in relation to Rating provisions and Valuation of Land Act Knowledge of Local Government accounting procedures and debt collection techniques Customer Care skills - ability to deal with difficult customers and complex issues Knowledge of the Data Protection Act and Freedom of Information Act Knowledge of administrative and clerical procedures and systems
ORGANISATIONAL AND FINANCIAL SKILLS	Council information management procedures Understanding of Council reporting lines Financial Reporting deadlines Document management system Council Core ERP system Credit policy and procedures Water billing procedures Debt management software.
INTEGRITY	High level of professionalism and confidentiality.
ACHIEVEMENT	Demonstrates a strong focus on high performance and personal achievement. Brings a solutions focused approach to getting positive outcomes and is willing to go above and beyond to exceed expectations.
RELATIONSHIPS	Ability to build strong working relationships and become a trusted advisor and colleague.
RESILIENCE	Remains calm, composed, and optimistic in stressful or high pressure situations.
COMMUNICATION	Excellent communications skills both oral and written, including ability to write concise and accurate reports. Exceptional influencing skills with a proven ability to communicate in a clear, confident and articulate manner. Ability to remain calm, composed, and optimistic in high pressure situations..
IMPLEMENTATION	Is reliable, detail-focused and professional knowledge is up to date. Matters are resolved at the first point of contact wherever possible. Complaints are handled effectively and efficiently. Excellent time management and project management skills and experience.
STRATEGIC AGILITY	Takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies strategies and plans, and is comfortable with managed risks.
BUSINESS ACUMEN	Maximise returns in the business is future-orientated and strategic and seeks areas for business improvement.
TEAMWORK	Collaborates and supports team members to achieve their targets and bring out the best in those involved.
GROWTH MINDSET	Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts and jargon.



Key Responsibility and Expected Outcomes



**'You'
Matter**

Health, Safety & Wellbeing

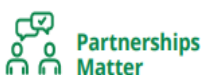
Promote a strong health and safety culture by proactively modelling our values and hold self and others to account to Consistently follow all health and safety policies and legislative requirements.

Leadership and Influence

Live our Values and focus on the Moments that Matter. Supporting your colleagues and empowering and inspiring growth and development across the organisation.

Change Leadership

Be an advocate for and a driver of change. Be a Future builder, help others across the organisation navigate the future.



**Partnerships
Matter**

Te Tiriti o Waitangi

Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work ensuring HDC projects are delivered in a culturally sensitive way.

Community and Customer Focus

Champion community engagement having a strong focus on meeting quality standards for services and evaluation of customer outcomes and satisfaction.

Relationship Management

Build networks and develop meaningful relationships with stakeholders both internally and outside Council. This involves collaborating closely with Senior Leaders within the Community Infrastructure Group and team members from various Council departments to ensure alignment between Local Waters Asset Management Activities and overarching Council objectives, community deliverables, as well as legislative and compliance requirements. Your focus will be on facilitating effective communication and coordination to support the successful implementation of asset management strategies.



**Performance
Matters**

Job Execution

Consistently deliver high-quality work while maintaining a positive and professional attitude. At times the way in which work is undertaken will count just as much as the output.

Personal Development

Live the values of council and take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future roles.

Risk Management

Effectively identify and manage risks, take actions to resolve and/or escalate issues to contribute to the maintenance of the risk management framework.

Continuous Improvement

Identify continuous improvement practices to support the implementation and delivery of council's outcomes.



**Work
Matters**

Process Water Billing Accounts as per Council Policy and Procedures

- Preparing water meter readings files to send to the contractor to enable meters to be read
- Processing of Water Billing Invoices on a monthly basis
- Maintain meter maintenance is updated in Authority
- Liaise with water contractor regarding readings, meters and enquiries.
- Request and process final water readings on settlement
- Handling and responding to ad hoc Water Billing Enquiries
- Monitor, respond to and clear the Water Billing inbox
- Process water billing refunds and sundry adjustments
- Monitor outstanding water debtors
- Files are sent to the contractor on a timely basis to ensure meters are read within each water billing cycle
- Water invoices are processed monthly to meet month end reporting deadlines
- CRM and enquiries are responded to in a timely manner
- Meters are updated as they are added or replaced. Meter reading spreadsheet for each run contains a minimum of incorrect meters
- Enquiries are dealt with on a timely basis and the Water Billing inbox is kept clean
- Water billing refunds and sundry adjustments are processed on a timely basis to meet weekly and monthly deadlines
- Outstanding water debtors are reviewed on a monthly basis and overdue amounts are followed up with appropriate correspondence

Assist with Rates Processes and Enquiries

- Provide assistance with ad hoc general Rates enquiries.
- Provide Rates settlement figures on sale of properties.
- Process rates refunds.
- Process rates penalty remissions.
- Back up for processing rates penalties
- CRM and enquiries are responded to in a timely manner
- Settlement figures are provided in a timely manner before settlement date.
- Rates refunds are processed to meet weekly and monthly deadlines.
- Penalty remissions are processed in a timely manner to meet processing deadlines.
- Rates penalties are processed successfully on the due dates.

Direct Debit Processing

- Process weekly, fortnightly, monthly and quarterly direct debits for Rates, Water Billing and Accounts Receivable.
- Direct debits are run on due dates.
- Receipting is completed on due dates.
- Any errors are advised to Finance Manager.
- Direct debit runs are advised to senior finance officer for cash-flow purposes.

Undertake Finance Administrative Functions as Required

- Respond to Sundry Water Billing and Rates enquiries.
- Keep the Water Billing inbox clear.
- Prepare ad hoc General Ledger journals as required.
- Undertake Finance Administration functions as required.
- Sundry Water Billing and Rates enquiries are responded to and resolved on a timely basis.
- The Water Billing inbox is reviewed on a daily basis and all items are responded to.
- Administration functions as required have been completed in order to meet deadlines

Provide back up support to other Finance functions as required

- Provide backup for processing of Accounts Payable invoices - Accounts Payable processing and Payment Runs
- Assist with Rates Rebates Applications and Processing to DIA when required

Council Contribution

Actively and positively participate as a member of the Community Infrastructure Group and perform all reasonable duties as needed.

Participate in Emergency Management activities.



Alignment with our community outcomes



Support our partners to maintain and enhance tikanga with ancestral lands and waterways, wāhi tapu and other taonga.



Ensure our built environment supports the wellbeing of our people and manage competing pressures on resources sustainably.



Support the delivery of the capital infrastructure programme



Achieve the best for Horowhenua in the face of Waters Reform to make our economy grow. We aspire for economic security for all of our people and seize growth opportunities for our district.



Rebuilding the Horowhenua District Council, with a focus on empowering a culture of excellence, service & continuous improvement.

Get the basics right and support the customer focused delivery of core services

