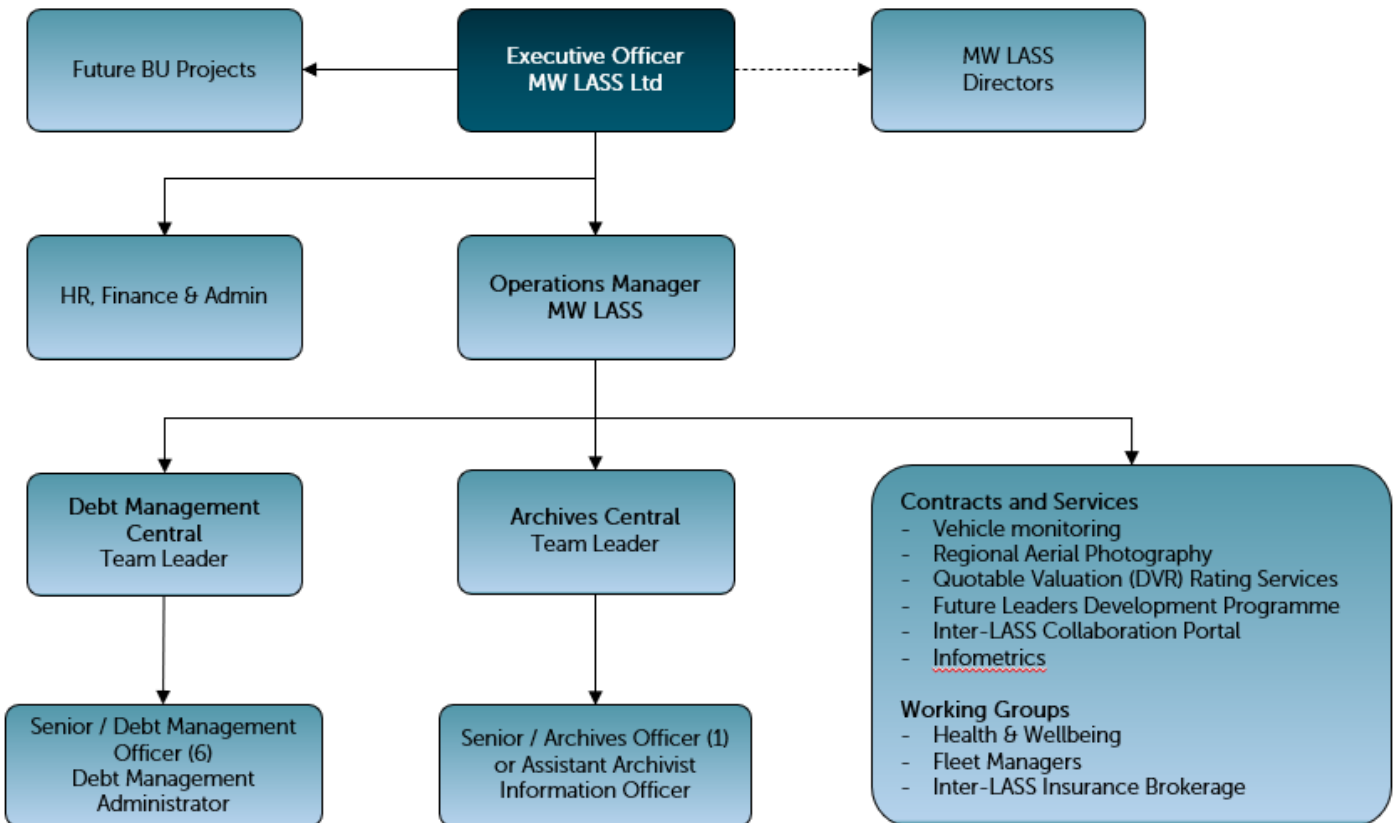


## Job Description

Job title:	<b>Collections Administrator</b>
Responsible to:	Team Leader, DMC
Responsible for:	Nil
Job purpose:	To support the reduction in overall debt held by the participation MW LASS members and other councils through recovery of outstanding debt. This includes delivering best practice debt collection standards across the all Councils.
Remuneration:	\$54,688 (85%) to \$64,339 (100%) – Grade 8
Last reviewed:	May 2026

### MW LASS Organisational Chart



## **KEY CONTACTS**

- Internal:      Operations Manager, MW LASS  
                 MW LASS staff  
                 Staff and management for all councils (currently 42 across NZ)
- External:      Court Staff  
                 Contractors

## **KEY RESPONSIBILITIES**

### **Debt Collection**

- Undertake debt collection in a legally compliant, professional and timely manner, being aware that there are political aspects to rates;
- Record all debt collection activity and maintain records to ensure accurate reporting is available provided to council(s);
- Locate and contact debtors to recover outstanding debt this may include making and monitoring arrangements with the policies for the particular council;
- Decide next most appropriate enforcement step and provide recommendations to council; and
- Perform day to day financial transactions, including verifying, allocating and disbursing payments.

### **Relationship Management**

- Issue demand notices to mortgagees for payment of rate arrears in accordance with the Local Government (Rating) Act 2002;
- Liaise with mortgagees and other interested parties; and
- Disburse payments to councils.

### **Reporting**

- Manage and report on overdue payments for member Councils; and
- Provide other relevant written reports as required.

### **Policies and Procedures**

- Follow standard operating procedures, policies and guidelines for all debt collection related activities; and
- Ensure all actions are legislatively compliant.

### **MW LASS Support**

- Support MW LASS managers with the coordination of MW LASS Activities, such as building tours, team meetings, note taking, facilities maintenance and other tasks, as required.

Please note: The job description is not intended to be a complete list of duties but is a guide to the job. Employees may be asked to do tasks outside of this description to respond to developing work and organisational requirements. Annual KRA's will be set as part of a performance development and review process and these may be in addition to the tasks in this job description.

**PERSON SPECIFICATION**

***Desirable:***

- Experience in a customer centric environment
- Some experience in debt recovery preferred
- Other general accounts experience

*Key Job Competencies*

<i>Advanced Knowledge</i>	Ability to work as part of a small team to meet processing deadlines. Comprehensive knowledge of relevant council policies. Excellent communication skills, both written and verbal.
<i>Working Knowledge</i>	Competent in relevant computer programs Basic office accounting practices Time management skills Safe work practices
<i>Awareness</i>	Sensitivity to differing cultural perspectives

**Key Competencies for Performance Development**

<i>Customer Focus</i>	Commitment to meeting the needs of anyone they work for and with including colleagues
<i>Communication</i>	Use written and verbal language and style appropriate to the audience and context
<i>Teamwork</i>	Work constructively with people as a team member to achieve a common goal
<i>Dependability and Commitment</i>	Reliable and dedicated to achieving results
<i>Continuous Improvement</i>	Adjusts to change and different perspectives, thinks proactively, pursue opportunities and take appropriate action
<i>Organising for Results</i>	Ensures work is completed effectively and within agree deadlines

**Personal Attributes**

- Ability to relate to a wide range of people
- Have a positive approach to change by responding to changes in job demands, and adapting to new strategies
- Ability to deal with several tasks being “on the go” at the same time
- Ability to work effectively unsupervised

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position or by People and Capability. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.

Manager \_\_\_\_\_ Date \_\_\_\_\_

Position Holder \_\_\_\_\_ Date \_\_\_\_\_