

Your Position

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| Your job | Finance Officer – Water Billing |
| Your group | Corporate Services |
| Your team | Finance |
| Your manager | Team Leader Water Billing |
| Your base | Council premises within Porirua |

What's most important to us

Porirua City is our place. A great place to live, work and raise a family. We want everyone to feel welcome, whether they are visiting, living or working here.

Our strategic priorities are to:

- Commit to the health of Te Awarua-o-Porirua Harbour and its catchment through investment, advocacy and regulation
- Build towards a low carbon city and proactively address the challenges of climate change
- Create thriving communities where everyone can be safe and healthy – at home, work or play
- Keep tamariki and rangatahi at the heart of our city

How we work together:

- Whakakotahi - Team up
Mā te mahi tahi e puta ai he hua ki tō tātou hapori
Together we make a difference for our community
- Mahi Atamai - Work smart
Ka whakapātari i a tātou anō kia pai ake ai ngā hua
We challenge ourselves to do things better
- Whakatinanatia - Make it happen
Mā te whakapeto ngoi, me ngā pūkenga e tutuki ai ngā whāinga
We use our energy and skills to get things done

Your team's purpose

The Water Billing Team is responsible for delivering accurate, timely, and compliant billing and revenue-collection services for water charges on behalf of Taiki Wai within Porirua City Councils territorial area, including:

- Processing water charge transactions such as invoicing, direct debits and refunds.
- Processing and reconciliation of payments received through multiple channels, ensuring accurate allocation to customer accounts
- Applying billing policies (including penalties and remissions) and procedures accurately in day-to-day processing of transactions.
- Supporting customers by providing clear explanations of water charges, payment options, and investigating billing queries and discrepancies
- Actively manage arrears and overdue water charges in line with Taiki Wai approved credit control and debt management policies
- Reconciliation and analysis of water billing account information and transactions, including general ledger reconciliations. Internal data integrity analysis and external reporting to Taiki Wai as required
- Support testing, validation and assurance of system processes and procedures during system development or upgrades

Your purpose

The Finance Officer's role is to:

- ensure the accurate and timely processing of financial transactions into the Council's financial systems in accordance with Council policy and processes
- provide a high level of customer service to all external and internal customers

Who you'll be working with

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| Your direct reports | <ul style="list-style-type: none">• None |
| Your indirect reports | <ul style="list-style-type: none">• None |
| External people and groups | <ul style="list-style-type: none">• Taiki Wai staff• Porirua Ratepayers• Solicitors• Financial Institutions• Debtors/Customers• Debt Collection Agencies• Creditors/Suppliers |
| Internal people and groups | <ul style="list-style-type: none">• Executive Leadership Team, managers and staff at all levels of the organisation |

Your responsibilities

| What you'll do | How you'll do it |
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| Operational Delivery | <p>The Water Billing role will have a focus on accurate invoicing, reconciling receipts, ensuring outstanding debt is managed efficiently and maintaining the database of customers.</p> <p>Invoicing</p> <ul style="list-style-type: none"> • Complete the billing process and generate water invoices as required. Prepare schedules for owners with multiple properties. • Maintain the database to enable accurate billing including ownership, classifications, attributes and water meter data. • Respond to customer queries efficiently and in a timely manner. • Process refunds, credits, adjustments, transfers, remissions and other transactions to customer accounts • Liaise with other areas of the business and external providers to obtain required information <p>Accounts Receivable</p> <ul style="list-style-type: none"> • Daily bank account reconciliations. Process receipts to correct accounts and follow up unreconciled transactions. <p>Credit Control</p> <ul style="list-style-type: none"> • Monitor all outstanding debt, and chase according to debt management process. • Contact customers and liaise with debt collection agencies. Calculate payment arrangements with and provide information • Ensure the debt recovery process is managed in a timely and professional manner and ensure correct processes and policies are followed • Respond to all debt related queries (phone, email, front counter etc.) • Process direct debit arrangements and dishonours. <p>Continuous Business Improvement</p> <ul style="list-style-type: none"> • To ensure that Council maintains best practice in financial management & reporting through continuous review of financial policies, systems and procedures. <p>Business Continuity</p> <ul style="list-style-type: none"> • To ensure that Council can maintain its services during a period of business interruption or declared civil emergency with regard to the provision of financial transactions. |
| Relationship Management | <ul style="list-style-type: none"> • Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive |
| Corporate Responsibilities | <ul style="list-style-type: none"> • Build commitment of our vision, strategic directions, values and services • Willingly undertake any duty required within the context of the position • Adhere to our Code of Conduct • Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event |

Your skills, experience and qualifications

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| <p>It's essential that you have:</p> | <ul style="list-style-type: none"> • Relevant experience in office administration, accounts receivable and/or credit control • Able to plan and prioritise workload • Able to produce accurate work and meet deadlines • Excellent communication skills • A service orientation towards internal and external clients and ability to deal with difficult customers • Competent user of Microsoft products e.g. Excel, Word and Outlook • Ability to pick up new systems quickly • Able to work with a minimum amount of supervision • Able to work under pressure when required • Able to deal with customers in a professional manner • Able to work in a team and obtain co-operation from work associates and demonstrate a "can-do" attitude • Able to work steadily, efficiently and dependably and check work thoroughly for errors and omissions • Able to analyse problems and identify solutions • Able to develop and document procedures and processes • Understanding and commitment to health and safety in the workplace • Understanding and commitment to diverse workplaces • Understanding and commitment to the Treaty of Waitangi and bicultural issues |
| <p>It'd be great if you also have:</p> | <ul style="list-style-type: none"> • An understanding of local government financial systems and processes • Knowledge of Rating Act / Water Services Act |

Last updated February 2025



Porirua City Council supports an inclusive and welcoming environment and is a member of Diversity Works.