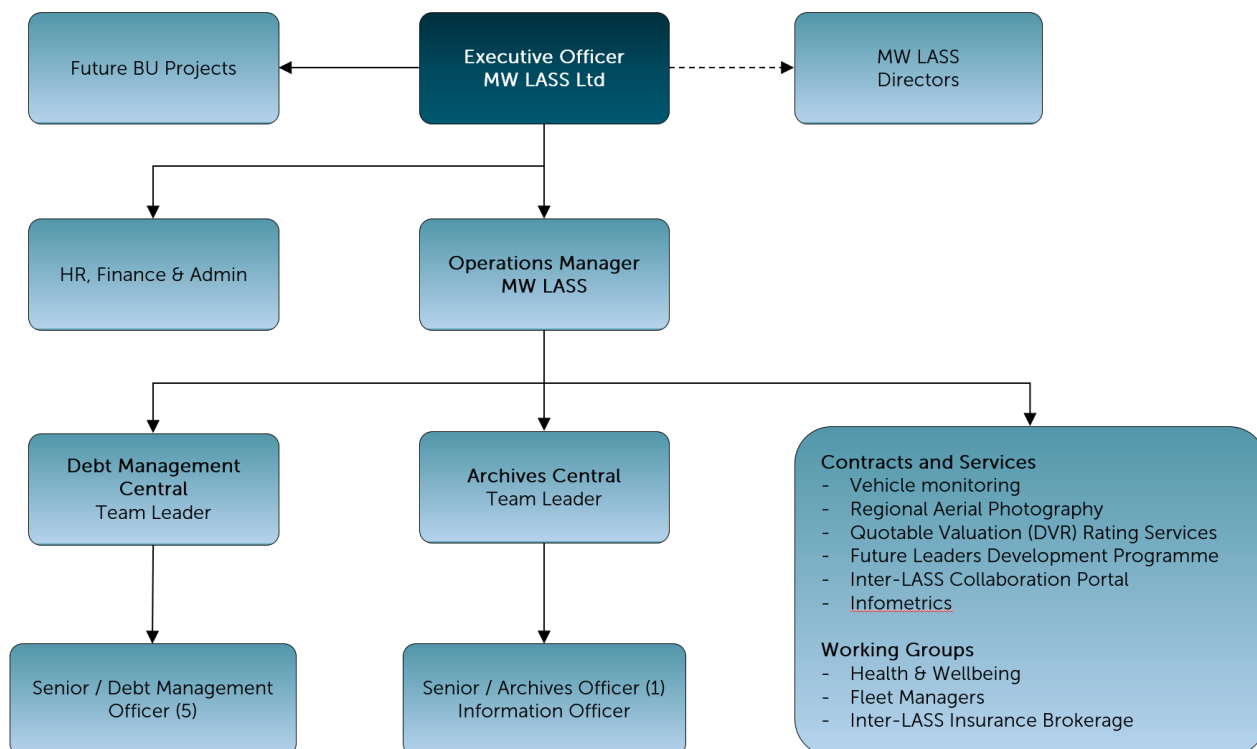


Job Description

Job title:	Debt Management Officer
Responsible to:	Team Leader, DMC
Responsible for:	Nil
Statutory Appointment:	s249 Local Government Act 2002 to represent local authorities in all proceedings in the District Court or before any Justice or Community Magistrate.
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:	\$71,837 (85%) to \$84,514 (100%) – Grade 13
Last reviewed:	August 2025

MW LASS Organisational Chart



KEY CONTACTS

- Internal: Operations Manager, MW LASS
 MW LASS staff
 Staff and management for all councils (currently 40 across NZ)
- External: Debtors
 External legal advice as required
 Court Registrar's

KEY RESPONSIBILITIES

Debt Collection

- Proactively 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;
- Identify ratepayers who may be eligible for remissions under each councils policies and advise the appropriate council;
- Decide next most appropriate enforcement step and provide recommendations to council, including legal action;
- Investigated potential abandoned land and file proceedings when appropriate;
- Ensure all Court documentation is prepared in accordance with relevant rules and of a professional standard; 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 solicitors, mortgagees and other interested parties;
- Manage any questions or complaints and investigate any issues; and
- Disburse payments to councils.

Reporting

- Maintaining a current 'state of play' situation report on overdue payments for member Councils; and
- Provide other relevant written reports as required.

Policies and Procedures

- Support the development and maintenance of strategies, policies and procedures for all debt collection related activities; and
- Ensure all actions are legislatively compliant.

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:

- A relevant tertiary qualification or equivalent experience. A graduate qualification in a relate field or equivalent experience is desirable
- Experience in a local government environment
- Experience in a customer centric environment
- Relevant experience in debt recovery
- Other general accounts experience

Key Job Competencies

<i>Advanced Knowledge</i>	Ability to work as part of a small team to meet processing deadlines. Excellent communication skills, both written and verbal. Comprehensive knowledge of relevant council policies. Comprehensive knowledge of relevant legislation, District Courts Rules and procedures.
<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>Job Knowledge</i>	Have the knowledge and skills to perform the requirements of the position
<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 _____