



**Tauranga**City

## Job description

<b>Title</b>	Water Billing Coordinator
<b>Number</b>	
<b>Group</b>	CFO – Chief Financial Office
<b>Division</b>	Finance
<b>Reports to</b>	Team Leader: Water Revenue & Metering Operations
<b>Direct reports</b>	N/A
<b>Date</b>	01/05/2025

### Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

### Job purpose

The primary purpose of this role is to ensure that customers can pay, or be paid by, Council and can receive assistance on any related matter. To maintain Council's water revenue and billing systems.

### Key outcomes

<b>Expert advice and support is provided to customers.</b>	<ul style="list-style-type: none"><li>• Expert advice is provided to customers about relevant water services legislation.</li><li>• Expert advice is provided to customers with suspected, or actual water leaks, and where appropriate, calculate and approve water revenue remissions.</li><li>• Strong networks are built with council's banking collections and revenue team and external service providers.</li></ul>
<b>Water revenue is monitored.</b>	<ul style="list-style-type: none"><li>• Any unusual charges or payments are investigated and resolved.</li><li>• The meter reading databases, and customer information is maintained.</li></ul>

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	<ul style="list-style-type: none"> <li>• Water Direct Debits are maintained</li> </ul>
Database and module coordination are maintained.	<ul style="list-style-type: none"> <li>• Maintain the water billing databases.</li> <li>• The duties and responsibilities as the Module Coordinator in water services ERP/systems for that database are completed.</li> <li>• System changes are implemented (when required) and ensure that sufficient testing is undertaken for any upgrades.</li> <li>• Training for database users is conducted.</li> </ul>

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

## Person specifications

Essential
<ul style="list-style-type: none"> <li>• Relevant qualification or similar at trade certificate/diploma level or equivalent level, or work experience in administrative or call centre environments with high level of customer interaction</li> <li>• Logical approach to issues and ability to work to tight deadlines.</li> <li>• Positive customer service philosophy.</li> <li>• Proven computer skills with the ability to use Microsoft windows software to intermediate level</li> <li>• Proven high level of accuracy and excellent numerical skills.</li> </ul>

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## Our values

### **Pono / Integrity**

We do what we say we will do

### **Manaakitanga / Respect**

We listen to all views and show we care

### **Whāia te tika / Service**

We do the right thing for our community  
and each other

### **Whanaungatanga / Collaboration**

We work together and create connections