	<b>3_QMS_Profile</b>	Page 1 of 3	<b>Originated by:</b>	CSM
		Revision 00	Approved by:	CEO
			Effective Date:	01/08/2024


<b>Job Title</b>	<b>Rates Collection Officer</b>
<b>Department</b>	<b>Treasury Department</b>
<b>Reports to</b>	<b>Accountant</b>

**Main Purpose of Job**

The Rates Collection Officer is responsible for the collection, management, and enforcement of municipal rates, taxes and other revenues within the jurisdiction. This includes maintaining accurate records, ensuring compliance with relevant legislation, and engaging with property owners regarding outstanding payments. The role ensures that the municipality has sufficient revenue for its operations, including the maintenance and development of public infrastructure, services, and amenities.

**Main Responsibilities**

- 1. Rate Collection and Other Revenue Administration:**
  - Ensure the timely and accurate billing, dispatching and collection of property rates and taxes from property owners.
  - Monitor payments and issue reminders, notices, or statements to property owners regarding outstanding rates as per the Rating Act, 1995.
  - Process rate payments through various channels (online, in-person, mail, etc.).
  - Update and maintain the municipal property database to ensure it reflects accurate ownership and property details.
  - Prepare a monthly report on revenue collection
  - Prepare final demand notices
  - Preparation and updating of quarterly defaulters' list
  - Facilitate timeous collection of outstanding rates by employing debt collection strategies
  - Liaising with a legal advisor on the collection of rates (defaulters) in compliance with the Rating Act of 1995
  - Negotiate payment plans and arrangements for property owners experiencing financial difficulties.
  - Ensure Invoices for All services provided by the Municipality are prepared on time and revenue collection is monitored regularly.

	<b>3_QMS_Profile</b>	Page 2 of 3	<b>Originated by:</b>	CSM
		Revision 00	Approved by:	CEO
			Effective Date:	01/08/2024

**2. Customer Service:**

- Serve as the first point of contact for property owners and residents regarding municipal rates.
- Respond to inquiries, explain rates assessments, and provide guidance on payment options and deadlines.
- Ensure minimal conflicts by Handling and resolving complaints and disputes related to rates and assessments in a professional and timely manner.

**3. Debt Recovery and Enforcement:**

- Track outstanding rates and initiate legal or administrative actions to recover overdue payments, including liaising with collection agencies or legal teams.
- Issue final demands, liens, or other legal notices for non-payment.
- Work with legal and other departments to ensure the enforcement of payment laws and ordinances.

**4. Record-Keeping and Reporting:**


- Maintain accurate and up-to-date records of all transactions, including payments, adjustments, and exemptions.
- Prepare regular reports on collections, arrears, and revenue generation to senior management.
- Assist with audits and the preparation of financial reports as required by the municipality.

**5. Budgeting and Financial Planning Support:**

- Assist with the preparation of annual budgets by collecting and organizing financial data.
- Provide support in preparing financial forecasts and projections.

**6. Policy and Procedure Compliance:**

- Ensure compliance with all relevant local government regulations, tax laws, and municipal bylaws regarding rates and other revenue collections.
- Assist in updating and refining collection policies and procedures based on changes in legislation or municipal requirements.

	<b>3_QMS_Profile</b>	Page 3 of 3	<b>Originated by:</b>	CSM
		Revision 00	Approved by:	CEO
			Effective Date:	01/08/2024

**7. Collaboration:**

- Work with the finance team, legal department, and other municipal departments to ensure seamless revenue collection and service delivery.
- Participate in community outreach programs or educational initiatives to inform property owners about rates, their obligations, and available payment plans.

**8. Technology and Systems Management:**

- Utilize software systems for billing, tracking, and reporting on municipal rates.
- Ensure the secure handling and confidentiality of ratepayer information.

**Functional Standards**

- Strong attention to detail and accuracy in record-keeping.
- Excellent communication and customer service skills.
- Problem-solving skills to address issues related to rates and payments.
- Knowledge of municipal financial systems and tax collection software.
- Ability to handle sensitive financial information with discretion and confidentiality.
- Possess strong arithmetic capabilities

**Required Qualifications/Experience**

- A Bachelor of Commerce degree in Finance, Accounting, Financial Management or a related field is typically preferred.
- 2 years' experience in finance, revenue collection, or customer service, ideally in a local government or municipal setting.
- Familiarity with property tax laws and regulations would be an advantage.