

FAREHAM

BOROUGH COUNCIL

JOB TITLE:	Revenues Officer
SALARY:	£26,403 - £31,537 (dependant on experience)
HOURS:	37 Hours per week

What is the role?

You will be responsible for assisting customers with a range of enquiries relating to Council Tax and Non-Domestic Rates. You will provide professional advice and assistance to customers, external agencies and colleagues via the telephone, email and letters, resolving queries at first contact where possible.

Your duties will include:

- Advising customers of their entitlement to Council Tax or Non Domestic Rate Discounts, Exemptions and Reliefs and offering advice on payment and recovery issues to maintain the Council's excellent collection rates.
- Accurately gathering, recording, interpreting and processing information relating to Council Tax and Non-Domestic Rates.
- Monitor customer accounts to check that payments are maintained, contacting customers, and agreeing arrangements with them and chasing if payments are in default.
- Acting professionally at all times, speaking to customers and colleagues in a helpful and polite way to resolve their queries or complaints.

Who is the Person?

It is vital to us that you have :

- A proven track record of understanding customers' needs and delivering excellent customer service.
- The ability to work on your own initiative and as part of a team
- Experience in a debt collection and recovery role
- Conflict resolution skills
- Good ICT skills
- Excellent professional communication skills both verbal and written
- The ability to achieve objectives and to take action to improve your own performance whilst encouraging others to do the same.
- A sense of pride and commitment to do a good job

Ideally you will have:

- The ability to understand the legislation relating to Council Tax and Non-Domestic Rates

Our policy is to make adaptations for those who have substantial and long term disabilities. If you need an adaptation to carry out any of the above please let us know.