

A Day in the Life of a Revenues Officer / Finance and Collection Officer

Revenues Officer

As a Revenues Officer you will deliver an efficient, compliant, and effective service to the citizens of Kirklees by putting them at the heart of everything you do. You will help customers by understanding their needs and proactively offering advice on a range of issues from setting up council tax payment plans, to advising on discounts and other financial assistance.

Finance and Collection Officer

In this role, you will review online claim forms from customers to check if they qualify for financial assistance to help pay for their social care charges. This includes raising invoices, generating standard letters, checking payments, and helping customers with their finances (under powers granted by the Court of Protection).

What will you be doing?

- Answering incoming telephone calls and making outbound calls for Council Tax debt recovery
- Processing items of work in our bespoke software systems
- Resolving all customer enquiries/complaints at the first point of contact in a timely fashion, ensuring that accurate information and guidance is given at all times
- Communicating with other Council services and external companies to get the best outcomes for our customers
- Supporting vulnerable customers and signposting them to appropriate assistance
- Taking an active involvement in your own learning and development and helping your colleagues do the same

What we are looking for

- Someone who can demonstrate clear communication skills both written and verbal
- Experience of dealing with customers where good service is paramount
- PC literate with proficient use of MS Office packages
- Decision making ability within set guidance and legislation

Skills that will help you in the role

- Active listening and questioning skills
- The ability to communicate with a wide range of customers from diverse backgrounds
- Ability to work seamlessly as part of a team
- Ability to keep accurate records
- Flexibility to work in different teams within the service

Where we are based

The Welfare and Exchequer Service is currently working from home due to the COVID pandemic. For training you may be expected to attend a venue in Kirklees which will be COVID secure.

Kirklees Council offers flexible working to give every employee the opportunity to integrate personal and professional lives. If you have a need for flexibility, please discuss this with the recruiting manager.