



November 2013

### 1. JOB IDENTITY

<b>Post Title:</b>	Council Tax Assistant	<b>Service:</b>	Business Services
<b>Section:</b>	Revenues	<b>Grade:</b>	Administrative F
<b>Reports to:</b>	Assistant Council Tax Officer		

### 2. JOB PURPOSE

- Assist in the efficient and effective administration and collection of Council Tax and answer customer queries. This requires working individually and as part of a team.
- There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation.

### 3. CORE RESPONSIBILITIES / DUTIES

- Process internal and external customer enquiries by phone, electronically and face-to-face contact
- Update computer systems with relevant information
- Advise customers on relevant legislation and procedures in relation to administration, billing, collection and recovery of Council Tax, including where benefits can be claimed and issue of Overdue Account Notices, Final Notices, Summary Warrant action and where necessary the role of the Sheriff Officer
- Issue and provide assistance in the completion of forms and documentation for validation of any relief claim
- Accept payments via debit / credit cards during telephone conversations or from written instructions, and in accordance with Revenues policy
- Negotiate and agree payment plans for settlement of arrears, within the delegated limits of the appropriate Revenues policy
- Process instructions received from Scottish Water regarding the levying of water and / or sewerage charges, including any appropriate associated relief, for any particular customer
- Assist the Contact Centre with Council Tax specific queries

#### 4. QUALIFICATIONS AND TRAINING

**Essential:**

- Academic achievement to Scottish National Level 4 or 5 or 4 Standard Grades (one of which must be Maths or English) or equivalent transferable experience and skills

**Desirable:**

- European Computer Driving Licence (ECDL)

#### 5. EXPERIENCE

**Essential:**

- Experience of dealing with difficult customers face to face and discussing matters relating to debts owed

**Desirable:**

- Experience of using Revenues and benefits computer systems

#### 6. KNOWLEDGE AND SKILLS

**Essential:**

- Knowledge of Microsoft packages
- Ability to work under pressure
- Good communication skills
- Ability to work on own initiative and as part of a team

**Desirable:**

- Knowledge of the Council Tax and / or Business Rates legislation
- Knowledge of Benefit Legislation
- Ability to adapt quickly to constantly changing work pressures

#### 7. ADDITIONAL REQUIREMENTS

Driving Compliance	Not Applicable to this Post
Politically Restricted	Not Applicable to this Post