

# Job Description

## Revenue and Taxation Coordinator



### Position Synopsis and Purpose

Reporting to the Director of Finance/Treasurer, the Revenue and Taxation Coordinator is responsible for overseeing all collections and payment processing related functions for Property Taxation and Utility Billing. Responsible for overall Service Ontario Operation.



### Responsibilities

#### **Tax Collection, Administration and Financial Responsibilities (50% of Time)**

- Administer the property tax program and assessment base, while ensuring processes and internal controls are in place to minimize risk, protect municipal asset, maintain good recordkeeping, and adhere to Municipal and Assessment Acts and corporate policies and procedures.
- Tax billings, tax write-offs, Supplementary Billings, Minutes of Settlements, OMITs, ANA's etc. including collections (follow up on delinquent accounts) of receivables. Includes maintaining the Assessment Roll, processing changes to the tax roll, balancing to the GL, data input & posting etc.
- Delegated by Council the duties and powers of the Director of Finance/Treasurer with respect to Municipal representation at Assessment Review Board (ARB) Hearings as well as Municipal Property Assessment Corporation (MPAC).
- Delegated by Council the duties and powers of the Director of Finance/Treasurer with respect to the collection of taxes and the sale of land for tax arrears as prescribed under O.Reg 181/03;
- Thorough and in-depth knowledge of the budget process in order to understand and explain any enquiries to ratepayers as well as balance billing and third-party payments (local School Boards and the County) to the budget; Oversees day to day taxation and assessment operations including billing, billing adjustments, tax collection and tax roll maintenance, daily cash balancing, customer service, and performing accounting and reporting duties.
- Supports protection and enhancement of the assessment tax base, and provides analysis of assessment growth, supplementary taxation, and tax incentive/deferral programs to Council and Senior Management.
- Prepares year end filings for revenue and taxation as required under the annual audit process and financial information return for the Province of Ontario.
- Oversees Pre-authorized payment plan.
- Responsible for implementation of processes and procedures in the taxation area, this position is also responsible to provide leadership and expertise in matters

relating to cash and revenue processes, procedures and policy for the Municipality including oversight of collections, related accounting, and reporting duties, and providing quality customer service to ratepayers.

### **Water and Wastewater Billing (50% of Time)**

- Process water billing including meter reading uploads, receipt of payments and application of monthly penalties.
- Maintain accurate account ownership records, and answer client inquires.
- Prepare final utility bills as well as create new accounts.
- Coordinate with the Infrastructure and Operations Department for meter replacements, meter inspections, final/special reads sending notifications and updating accounts as necessary.
- Encourage residents to participate in the PAP program. Upload files to the bank on a monthly and quarterly basis. Maintain clear records of those participating to ensure proper banking information is kept up to date. Upload files to the bank and monitor for any rejections.
- Transfer of outstanding utility arrears to property tax account as per policy
- Monitor annual water consumption for tracking and budgeting purposes.
- Prepare requested reports related to water billing.
- Solve discrepancies as they arise and resolve outstanding water billing issues.
- Assist in the development, modification and improvement of procedures of the water billing functions.

\*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



### **Preferred Qualifications**

#### **Education (degree/diploma/certifications)**

- Post-secondary education in a business-related program
- MTAP Certification
- Advanced computer skills including accounting/financial software.
- Good verbal communication skills
- Good interpersonal and customer service skills
- Good analytical and problem-solving skills.
- Good organizational and time management skills
- High level of confidentiality
- Detail oriented.

#### **Experience**

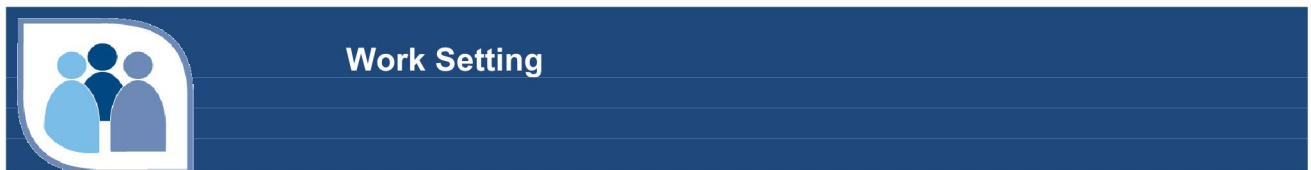
Minimum of Two (2) years' of experience in a related field; commerce, accounting or finance.

Preferred - two (2) years' of experience in a municipal environment, more specifically in the taxation department.

### Knowledge/Skill/Ability

- Demonstrated ability to use reliable judgment and maintain confidentiality.
- Detail oriented and ability to compile, audit, verify, and research information and data.
- Sound analytical problem solving and reasoning skills in order to identify alternative solutions, conclusion or approaches to problems.
- Exceptional communication skills (written and verbal and presentation)
- Ability to work independently and as a team member.
- Must have strong work ethic and be able to maintain standards of conduct and provide leadership, direction, and motivation to staff in a consistent and fair manner.
- Excellent customer service and interpersonal skills.
- Strong organizational skills with a demonstrated ability to prioritize, coordinate work schedules, handle multiple projects and competing demands and meet deadlines.

Note: As a condition of employment, the incumbent must provide a successful criminal and vulnerable persons screening and background check while showing a clean driver's abstract.



### Contacts

Frequency Legend	
<b>Constant</b> – every day for most of the day	<b>Occasional</b> – bi-weekly to monthly
<b>Frequent</b> – daily	<b>Rare</b> – once in a while
<b>Regular</b> – weekly	

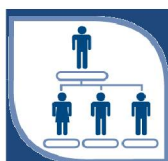
Contact	Frequency	Nature of Interaction
Finance Staff and General Public	Daily	Ability to provide accurate information to ratepayers; overseeing staff, accurate information and use reliable judgement.
Legal	Regular	Ability to provide accurate and timely information
Support Staff	Regular	Communication, provide approval and direction (Service Ontario)

### Work Conditions

- May have to work long hours to complete special requests or projects and may have to spend long hours sitting and using office equipment, computers.

- The Revenue and Taxation Coordinator will find the environment to be busy and noisy and will need excellent organizational, time and stress management skills to complete the required tasks.
- Will have to manage a number of requests and tasks at one time and must be prepared to deal with emergencies and stressful situations at any time. The Revenue and Taxation Coordinator will need to handle complaints of a financial nature from residents and businesses which may result in emotionally charged situations.

*The Municipality of North Middlesex is an Equal Opportunity Employer. Accommodations will be provided upon request in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will only be used for the purposes of candidate selection.*



## Position Classification

<b>Position Title</b>	Revenue and Taxation Coordinator
<b>Division</b>	Administration
<b>Department</b>	Finance
<b>Classification</b>	Non-Union
<b>Branch</b>	N/A
<b>Reports to (Direct)</b>	Director of Finance/Treasurer
<b>Equivalency Code</b>	N/A
<b>Hours per Week</b>	35
<b>Effective Date</b>	January 1, 2024
<b>Revision Date</b>	