

Department: Corporate Services

Division: Finance

Job Title: Deputy Treasurer – Tax Collector

Union: Non-Union

Direct Supervisor: Director of Corporate Services

Revision Date: October 2019

Position Summary and Scope:

Reporting directly to the Director of Corporate Services this position is responsible for the day-to-day oversight of billing and collection of revenues from taxation, utility services and Service Owen Sound. The Deputy Treasurer – Tax Collector will provide expertise in assessment base management and the municipal tax system to assist Council with developing tax policies for the City of Owen Sound. This position is also responsible for water and waste water utility billing and collection as well as other revenue processes and cash collection. The Deputy Treasurer demonstrates inclusive leadership, supports development and functions in a collaborative and communicative environment.

Duties and Accountabilities:

- Demonstrate a genuine care and concern for the staff, the role and the organization.
- Identify opportunities for improvements in City processes with the aim of making processes as efficient as possible
- Responsible for the effective and efficient management of the taxation, utility, revenue and cash receipting divisions of Financial Services including performing a variety of duties such as participating in the interviewing and selection decisions of new employees, conducting performance reviews and addressing performance issues of the taxation staff, approve time sheets and requests for time off
- Communicates to staff within the revenue department the goings on at Council and at other Senior Management and Management meetings to ensure that information is shared throughout the organization
- Responsible for the protection and enhancement of the City's assessment base, in accordance with the City's policies and procedures, including auditing and reviewing of the assessment roll through research and analysis. Preparing reports and forecasts for critical corporate related items such as assessment growth, supplementary tax revenue,

Payment-in-Lieu of taxes, assessment appeals and tax write offs. This will include the development and implementation of an Assessment Base Management Policy and Procedures.

- Maintain large complex tax calculation spreadsheets and provide comparative information Develop/produce meaningful management reports utilizing taxation software
- Provide corporate expertise on municipal tax policy.
- Reviews the of Process Vacancy and Charity municipal tax rebates.
- Responsible to ensure timely and accurate preparation of property tax, utilities, other statutory bills and rebates and write-offs in accordance with the bylaws and other policies of the City
- Supervise the collection of taxation, utility and payments received at City Hall including the collection of delinquent accounts
- Discuss and resolve elevated concerns of ratepayers and utility customers in regards to their bills.
- Oversee and supervise the municipal tax sales process
- Various analysis using the tools in the OPTA computer system such as analysis of new phase-in-assessment system, capping adjustments, etc.
- Responsible for the development and revision of by laws and other City regulations relating to property taxes and utility rates
- Collaborate and liaise with other tax authorities and organizations on tax and assessment matters including MPAC, Grey County, Provincial Ministries and Tax Consultants.
- Ensure that all transactions related to Property Taxation are complete, accurate and properly accounted for and that all related general ledger accounts are reconciled in a timely manner
- Work together with other staff to analyze, update user fees and ensure financial systems are kept up to date when changes are made.
- Responsible for financial and data systems employed by the organization including Great Plains, Worktech, Perfectmind, Amanda and GTechna. Ensuring rates are up to date and information is posted accurately and timely to the General Ledgers.
- Perform regular review of the general ledger accounts related to revenue and deferred revenue for reasonability and completeness.
- Respond to queries from staff and Council as they pertain to revenues in the budget and financial reporting
- Writes and presents reports to committee and Council as required
- Be ultimately responsible for collecting, reporting and remitting HST as required and ensuring the financial information systems appropriately account for HST on all applicable revenue transactions.
- The Deputy Treasurer will be responsible for assuming the role of Acting Director at times that the Director of Corporate Services is absent.

Employee Health & Safety Responsibilities:

- Supervise all work to ensure Health and Safety procedures and practices are integrated into the work; instruct and enforce all safe work procedures and ensure workers utilize proper personal protective equipment as appropriate.
- Conduct regular inspections for hazards
- Lead by example performing work in a safe manner in accordance with all COS policies and the Occupational Health and Safety Act.
- Respond to all accident, hazard and inspection reports within 21 days, taking corrective action where hazards exist.
- For a detailed list of manager/supervisor responsibilities see the Occupational Health and Safety Act Part III Section 27.

Educational Requirements:

College Diploma or Equivalent

Details – Specialty, major etc.:

- Completion of the Municipal Tax Administration Program (MTAP)
- Accounting Designation or actively in progress (CPA or equivalent) is an asset.
- Experience working with Great Plains, WorkTech, Perfectmind and/or Amanda information systems is an asset

Skills and Competencies at the working level:

- Knowledge of municipal government functions and responsibilities with in depth knowledge of Municipal Tax Administration and Public Buying practices being a definite asset
- Demonstrated supervisory experience with excellent leadership, interpersonal and tactful communication skills (verbal, written and electronic)
- Excellent interpersonal, communication, public relations, political acumen and customer service skills with the ability to exercise tact, diplomacy and good judgement at all time.
- Ability to think and act strategically and effectively in a political and community service environment, to build strong teams and external partnerships and to champion the mission and values of the City.
- Desire to support and inspire peer and subordinate staff through their own growth and professional development within the organization
- Excellent computer skills in excel and computerized accounting systems. Preference will be given to those candidates with Great Plains and Work Tech software experience.
- Ability to prepare and present written and verbal reports to Senior Management and City Council.
- Demonstrated project management and time-management skills with the ability to prioritize workload and meet deadlines, effectively, with minimal supervision; ability to deal with multiple demands.

Experience at the working level:

Previous Work Related Experience (# of years or months):

Minimum five (5) years related experience including three (3) years at a supervisory level.

Positional on-the-job training required (# of weeks or months):

Two (2) months

Working Relationships:

Reports directly to the Director of Corporate Services.

Provides municipal tax expertise to Council and other City Departments as required.

Liaisons with other local municipal tax departments including Grey County.

Supervisor/Management:

Character of Supervision: (Type of supervision)

Direct supervision of the Tax and Utility Clerks

Direct supervision of the SOS Counter staff.

Direct supervision of Financial Analyst

Occasional direct supervision of management and staff in every division of Corporate Services during times that the Director is absent.

Scope of Supervision:

Supervises 5-6 staff

Independence of Decision Making:

Has established policies & procedures Yes

Supervisor or lead hand usually available No

Problem solves within clear guidance and/or past practice Yes

Physical Demands: Length of time/repetitions/weight in average working day.

Computer Use: Heavy user 4 to 6 hours per day.

Walking: Limited walking required

Standing: Limited standing required

Sitting: Most work performed at desk, sitting 6 to 7 hours per day.

Lifting: Limited lifting required

Ladder Climbing: None

Exposure: Most work in office, some out of office work required occasionally

Other: [Click here to enter text.](#)

Working Conditions:

Hours of work: 35 hours per week

Shift length: 7 hours per day

Shift Schedule: Monday - Friday

Additional Comments: Overtime is required for committee and council meetings as well as operational demands.

Consequence of Errors:

Errors could relate to lost revenues and lack of confidence from the public.

Written by: Kate Allan, Director of Corporate Services		
Approved by Dept Manager:		Date:
Approved by Human Resources:		Date: