

## CITY OF HAMILTON

### CORPORATE SERVICES DEPARTMENT

(TAXATION DIVISION – CUSTOMER SERVICE (REVENUES) - LOCATION – 71 MAIN STREET WEST 1<sup>ST</sup> FLOOR)

### CUSTOMER SERVICE REPRESENTATIVE II - CASH RECEIPTS – CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Manager, Customer Service (Revenues), responsible for providing information and answering and handling all customer service inquiries by phone, electronically by e-mail or in written format. Performs duties associated with the receipt and updating of revenue received by mail or electronically. Responsible for on-line maintenance of the tax roll.

#### GENERAL DUTIES

Receive, assess and respond to customer service inquiries electronically by e-mail, written or by telephone.

Operate a point of sale terminal in the receipt of payments for a variety of municipal services including tax payments and other revenue.

Perform on-line updating through Vailtech database of tax roll information for tax billing purposes such as ownership changes, mailing addresses and banking information.

Receive and answer inquiries from staff, financial institutions, lawyers, government agencies and the public.

Investigate and provide information to resolve inquiries on matters crossing program areas; utilizes manual and electronic sources to provide information.

Liaise with Customer Contact Centre and Municipal Service Centre staff to provide support, expertise and advice in investigating taxation issues.

Provide information on tax policies and procedures and provincial/municipal tax programs such as Elderly Tax Rebate Program, Low-Income Elderly and Disabled Deferral Program, Charitable Rebates; promote and assist customers with enrolment in pre-authorized tax payment plans.

Receive, open, sort and disburse incoming mail. Batch and record tax payment for distribution to Municipal Service Centre for processing.

Balance daily receipts and reconciles to point of sale cash distribution totals. Prepare documentation for bank deposit including cheques.

Input and retrieve taxation data.

Receive and process requests for tax certificates within a limited time frame to provide lawyers with tax status information for real estate transactions.

Research information and compose correspondence in response to requests for income tax letters, tax analysis and confirmation of tax accounts paid for mortgage holders.

Manually calculate penalty and interest charges on tax accounts to reflect current tax status prior to month-end closing.

Maintain paper and electronic filing system of all correspondence including lawyer's letters, program application forms, post-dated cheques, tax remittance stubs and ownership changes.

Provide hands-on training to new employees and students in established procedures and practices; inform them of available services, department policies and procedures, municipal by-laws and provincial legislation.

Perform other duties as assigned and which are directly related to the major responsibilities of the job.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

**QUALIFICATIONS**

1. Fundamental business math skills and working knowledge of balancing cash transactions.
2. Experience in a computerized environment. Proficient working knowledge of Windows Office XP, Microsoft Outlook, Word, Excel and database software.
3. Knowledge of Vailtech software would be considered an asset.
4. Ability to conduct internet and intranet searches for information.
5. Excellent interpersonal skills, demonstrated tact and professionalism in dealing with the public.
6. Ability to communicate and relate to the public, elected officials and staff. Must possess good verbal and written communications skills.
7. Working knowledge of point-of-sale system.
8. Able to communicate effectively and courteously with the public.
9. Previous experience in a municipal accounting/tax environment would be an asset.