

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT **(TAXATION DIVISION – LOCATION – 71 MAIN ST. W.)**

DIRECTOR, TAXATION

OVERVIEW

Reporting to the General Manager provides strategic leadership, through subordinate management, to a multi-functional workforce engaged in delivery of services to the public and internal clients. Recommends broad policies and long range strategies in the delivery of services to meet mandated goals and objectives.

Accountable for establishing and achieving departmental goals and objectives through the effective and efficient use of financial and staff resources. Uses a "best practices" approach in developing and delivering quality services in a timely and cost effective manner. Instills a customer service focus in the division.

Evaluates and reports on the division's service, financial, administrative and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

Possess a demonstrated record of strong leadership and guidance, customer focus, innovation / creativity, team advocacy, staff delegation, empowerment and staff development, and are results orientated.

Possess a high level of personal integrity and are an excellent communicator.

RESPONSIBILITIES

You will assume lead accountability and responsibility for the Taxation Division. Your division is responsible for provision of the following functions:

- Tax Accounting & Billings
- Tax Collections
- Customer Service (Revenues)
- Inter-governmental Finance Policy
- Special Studies & Projects

The director is accountable to the General Manager, Corporate Services for ensuring the Taxation Programs are provided in accordance with city and provincial guidelines with minimal disruption to the public and in the most effective and efficient manner consistent with the City of Hamilton Mission, Vision & Values.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO,)

Participate in strategic planning and direction of the Department as a member of the Department Management Team.

Oversee the direction of the City's tax billing and collection of property taxes.

Recommend broad policies and long range strategies in the delivery of services to meet mandated goals and objectives.

Provide creative divisional leadership through consultation with an effective division management team.

Promote teamwork and integration between units within the division and with other parties participating in cross-functional and cross program initiatives.

Develop and empower staff through delegation of responsibilities and accountabilities, through regular feedback, and by providing development opportunities and technical direction.

Monitor the operations and projects within the Division to ensure safety, service quality, cost-effective and timely delivery of services, and environmental and legislative compliance.

Define the controls, related standards and risk management strategies designed to prevent loss of tax financial asset resources of significant value to the City.

Oversee the development and monitoring of operating and capital budgets.

Attend public meetings to present the city's position/actions to the public, media and outside government bodies.

Participate, and regularly acts as main spokesperson, in discussions on Taxation issues.

Determine which properties to offer for tax sale based on consultation with affected taxpayers and payment proposals.

Respond to issues and queries raised by Council.

Ensure compliance with Provincial and Federal statutes and regulations and municipal by-laws and policies.

Monitor and examine market conditions and emerging trends that impact the Municipal sector.

Negotiate on certain projects the retainment of external consultants.

Respond to various corporate, community, provincial or federal proposals for service initiatives, changes or enhancements.

Provide professional consultation, including reports, to Council and its Committees.

Perform other duties as assigned which are directly related to the responsibilities of this position.

QUALIFICATIONS

1. Post secondary education in a professional discipline pertinent to the job functions combined with relevant senior management training and business administration experience normally acquired through the completion of a University Degree in Business Administration, Commerce or Economics and/or a recognized professional accounting designation or an equivalent combination of education and related work experience.
2. Demonstrated achievement as a strategic, innovative and results-oriented leader.
3. Expert knowledge of public finance.
4. Demonstrated negotiating and dispute resolution skills.
5. Highly developed analytical and business planning skills with a proven track record for long-term visioning and big picture thinking.
6. Highly developed ability to articulate a vision, to lead and inspire others.
7. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
8. Demonstrated ability to effectively manage a large multi-disciplinary staff in a results oriented environment and in a predominantly unionized environment.

9. Experienced in designing and delivering customer focused programmes and services.
10. Demonstrated ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
11. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the department/section.
12. Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position.
13. Knowledge of collective bargaining process.
14. Working knowledge of computer software applications.