

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT **(FINANCIAL SERVICES, TAXATION & CORPORATE CONTROLLER DIVISION – TAXATION – LOCATION -77** **JAMES ST. N.)**

MANAGER, TAXATION

SUMMARY OF DUTIES

Reporting to the Director, Financial Services, Taxation & Corporate Controller, the Manager, Taxation is responsible for ensuring the billing, collection and accounting of taxation revenues is in adherence to City guidelines/bylaws and Provincial legislation/regulations.

Ensures tax registrations, assessment appeal processes, pre-authorized payment plans and all rebate programs are in accordance with City and Provincial guidelines. Accountable for establishing and achieving sectional goals and objectives through the effective and efficient use of financial and staff resources and with minimal disruption to the public. Uses a 'best practices' approach in developing and delivering quality services in a timely and cost effective manner.

Instills a customer service focus which ensures consistent and fair treatment of all taxpayers. Works closely with Customer Service staff to ensure the City's taxation policies and procedures are followed at all times.

Responsible for the dissemination of property taxation information in a timely manner to a broad variety of interested parties.

Evaluates and reports on the section'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.

Responsible for the effective and efficient reconciliation of all collections, adjustments and reductions incurred to the tax roll accounts in the day to day operations of the Tax Section.

Possesses a demonstrated record of strong leadership, conflict resolution and guidance, customer focus, innovation, team advocacy, staff delegation, empowerment and development.

RESPONSIBILITIES

Assumes lead accountability for the tax billing system, the effective collections and reconciliations thereof, as well as the dissemination of taxation information from the City. Ensures that the section can meet the growing needs of staff, and both internal and external clients.

The Manager is accountable to the Director, Financial Services, Taxation & Corporate Controller for ensuring that the Taxation billings, collection, accounting and programs are provided in accordance with City and provincial guidelines and in the most effective and efficient manner consistent with the City of Hamilton Mission, Vision & Values.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

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

Participates in strategic planning of the Division and Department as a member of the Division Management Team.

Provides creative leadership through consultation with an effective division management team.

Promotes teamwork and integration between units within the division and with other parties participating in cross function and cross program initiatives.

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

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

Participates in the development and monitoring of operating and capital budgets.

Responds to issues and queries raised by City Council and Corporate Management Team.

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

Liaises with external Auditors and Senior Management. Primary audit contact at year end as well as throughout the year.

Monitors and examines emerging trends that impact the Municipal sector.

Provides training and development for staff in the use of computerized systems to provide an efficient and cost effective service to the City of Hamilton. Ensures Customer Service staff are adequately trained to respond to tax-related inquiries from the public and advocate the consistent and fair treatment of all taxpayers.

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

Provides professional consultation, including reports to City Council Members.

Receive, appraise and resolve escalated taxpayer complaints and responds to higher-level inquiries from property owners, lawyers, general public, other departments and elected officials.

Assists in the development of policy related to the provision of customer service, billing, collection and accounting functions. Ensures the uniform implementation and adherence to these policies.

Assists and/or provides support for the ongoing development of revenues and related financial systems.

In conjunction with legal staff, assists in the preparation of all City taxation by-laws.

Oversees the production and mailing of taxation billings and notices including but not limited to the design of bills and notices, explanatory inserts and newspaper advertisements.

Oversees the compilation and preparation of annual statements concerning the tax appeal and/or tax write-off processes.

Oversees the compilation and preparation of annual Provincially mandated Financial Information Return Schedules.

Ensures the employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Performs other duties as assigned, which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. University Degree in Business Administration, Commerce or Accounting and/or a recognized professional accounting designation such as (CA, CGA, CMA) or an equivalent combination of education and related work experience.
2. Highly developed analytical and business planning skills with a proven track record for long-term visioning and big picture thinking.
3. Highly developed ability to articulate a vision, to lead and inspire others. Demonstrated ability to lead, motivate, coach and coordinate related activities of staff and client groups.
4. Highly developed strategic planning, conflict resolution and problem solving skills.
5. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
6. Demonstrated ability to effectively manage a large multi-disciplinary staff in a results oriented environment and in a both unionized and non-unionized environment.
7. Experienced in designing and delivering customer focused programmes and services.
8. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
9. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the department/section including Provincial Tax Rebate Procedures and Provincial Tax Incentive Programmes.
10. Excellent knowledge and understanding of computer relevant software applications. Previous experience working with complex computer billing and remittance systems.
11. Demonstrated strong mathematical aptitude, problem solving skills and the ability to operate under tight time restrictions.
