

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

(FINANCIAL SERVICES, TAXATION & CORPORATE CONTROLLER DIVISION – TAXATION – LOCATION - TBA)

COORDINATOR, MUNICIPAL TAX APPEALS

SUMMARY OF DUTIES

Under the general direction of the Tax Assessment & Appeals Administrator, this position is responsible for administering the processing of Municipal Act appeals. Liaise with the Municipal Property Assessment Corporation (MPAC) and attend Assessment Review Board (ARB) hearings on behalf of the City. Handles personal and confidential financial information on behalf of taxpayers applying for Municipal Act appeals.

GENERAL DUTIES

Complete and process applications for property tax reduction under Sections 357 and 358 appeals, rebates for Veteran's under Section 361, and vacant unit rebate applications under Section 364 of the Municipal Act.

Receive, review and ensure Municipal Act appeals submitted by taxpayer meet criteria and include adequate information and applicable supporting documentation. Schedule and attend necessary inspections for verification purpose when necessary. Forward approved applications to MPAC to obtain assessment reduction based on eligibility criteria taxpayer applied for.

Assist in evaluation of the Municipal tax appeals process. Provide recommendations for improvements and in streamlining processes. Assist in the implementation of necessary changes and/or improvements where necessary.

Monitor and track financial impacts of Municipal Act appeals in preparation for annual allowance. Prepare statistical analysis to facilitate reports to Council including annual appeal report.

Receive and answer inquiries from staff, the public, government agencies, tax consultants, lawyers and the Assessment Office.

Provide support, information and advice to customers and staff on complicated tax accounts, different tax programs and tax appeal procedures.

Analyze and resolve concerns and inquiries from property owners and/or applicants pertaining to property assessment and taxation matters. Co-ordinate discussions with the applicable parties in attempt to an appropriate resolution.

Attend ARB settlement meetings for Municipal Act appeals to negotiate a settlement in order to eliminate the need for a full hearing. Attend and participate in ARB full hearings if required.

Liaise with Appeals Officer to co-ordinate processing of separate appeals for same property to avoid duplication.

Monitor MPAC response to Municipal Act applications to ensure that applications are completed and returned in a timely manner in adherence to the Service Level Agreement (SLA) and to ensure that the applications are completed in a timely manner in adherence to legislative timelines under the Municipal Act. Auditing MPAC responses and reasoning to ensure accuracy and alignment with legislation and policy.

Liaise with Municipal Property Assessment Corporation (MPAC), property owners/applicants and ARB related to Municipal Act appeals.

Process tax adjustments for all approved Municipal Act applications in a timely and efficient manner while ensuring completion of any required adjustments for penalty and interest, refunds, etc.

Reconcile appeal and rebate summaries to ensure that BIA and School Board splits are accurately reflected in the General Ledger (Peoplesoft) to facilitate timely reporting and payment to each in adherence to legislated timelines.

Review and report on Legislative changes and the impact on the administration of appeals.

Complete the necessary tasks and handling inquiries pertaining to invoicing of property taxes for tenants of City-owned properties.

Liaise with the BIA Coordinator and respective BIA's. Initiate and respond to inquiries and ensure an accurate listing of properties subject to BIA levy.

Responsible for issuance of multi-residential rent reduction notifications and handle related inquiries.

Maintain current knowledge of relevant assessment and property tax legislation including the Municipal Act, the Assessment Act and Municipal by-laws affecting the tax appeal process.

Works 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.

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

QUALIFICATIONS

1. Demonstrated knowledge of tax appeal practices and procedures, business accounting normally acquired by attaining a diploma in a Business, Accounting, Business Administration program or an equivalent combination of education and work-related experience.
2. Demonstrated thorough working knowledge and experience in the application and interpretation of Property Tax & Assessment Legislation and Municipal By-laws as it pertains to Municipal Act appeals and property tax rebate programs.
3. Experience and proficiency in a computerized environment with working knowledge of Word, Excel and database software. Ability to input data at an acceptable speed and to manipulate data within excel spreadsheets.
4. Demonstrated knowledge and experience working with a property tax billing system and an accounting software system within a computerized environment is preferred. A demonstrated ability to calculate property tax adjustments and working experience of with Municipal Connect would be an asset.
5. Municipal Tax Administration Program (MTAP) Certificate through Ontario Municipal Tax and Revenue Association (OMTRA) or willing to obtain within a specified timeframe.
6. Strong customer service, interpersonal, consultative, problem-solving and analytical skills.
7. Ability to deal courteously and effectively with the general public, staff, other levels of government and elected officials in potentially contentious situations.
8. Strong organizational skills. Ability to multi-task in order to meet legislative deadlines and work with minimal supervision.

9. Excellent written and verbal communication skills.
10. Knowledge of and working experience with the three approaches to property valuation would be an asset.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE
