

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

(FINANCIAL PLANNING, ADMINISTRATION & POLICY DIVISION – VACANT UNIT TAX – LOCATION – 71 MAIN ST. W.)

VACANT UNIT TAX ANALYST

SUMMARY OF DUTIES

Under the general direction of the Supervisor, Vacant Unit Tax, this position is responsible for administering the processing of the Vacant Unit Tax Program. Liaise with the Taxation Division in the preparation of the billing of the tax. Responsible for the administration of the business applications related to the Vacant Unit Tax program. Handles personal and confidential financial information.

GENERAL DUTIES

Identify properties eligible for the Vacant Unit Tax. Ensure that identified properties are billed accordingly in coordination with the Taxation section.

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

Provide support, information and advice to customers and staff on complicated tax accounts.

Complete the necessary tasks and handling inquiries pertaining to the declarations of the Vacant Unit Tax.

Analyze and resolve concerns and inquiries from property owners and/or applicants pertaining to the Vacant Unit Tax program. Co-ordinate discussions with the applicable parties in attempt to reach an appropriate resolution.

Receive, review and ensure that complaints and appeals submitted by taxpayers meet established criteria, include adequate information and applicable supporting documentation.

Assist in evaluation of the Vacant Unit Tax program administration and complaint process. Provide guidance and oversight to staff to identify, assess, evaluate and recommend improvements and in streamlining processes. Assist in the implementation of necessary changes and/or improvements.

Monitor and track financial impacts of the Vacant Unit Tax program and prepare statistical analysis and reports.

Assist with preparation of accurate, timely, strategic reports, presentations and materials for senior management and Council.

Calculate adjustments for all approved complaint applications or as a result of assessment appeals in a timely and efficient manner while ensuring completion of any required adjustments for penalty and interest, refunds, etc.

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

Prepare the By-Laws related to the Vacant Unit Tax Program for approval by Council.

Responsible for preparing and/or coordinating all the communication material related to the program.

Maintain current knowledge of relevant assessment and property tax legislation including the Municipal Act, the Assessment Act and Municipal by-laws affecting the Vacant Unit Tax process. Liaise with Provincial staff and staff from other municipalities.

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.

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

QUALIFICATIONS

1. Demonstrated knowledge of business accounting normally acquired by attaining a Community College 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 would be an asset.
5. Strong customer service, interpersonal, consultative, problem-solving and analytical skills.
6. Ability to deal courteously and effectively with the general public, staff, other levels of government and elected officials in potentially contentious situations. Ability to handle complaints.
7. Strong organizational skills. Ability to multi-task in order to meet legislative deadlines and work with minimal supervision.
8. Excellent written and verbal communication skills.

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