

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

(FINANCIAL SERVICES, TAXATION & CORPORATE CONTROLLER DIVISION – TAXATION – LOCATION – 71 MAIN ST. W.)

TAX ASSESSMENT & APPEALS ADMINISTRATOR

SUMMARY OF DUTIES

Reporting to the Manager, Taxation, the Tax Assessment & Appeals Administrator is responsible and accountable for overseeing and coordinating the Tax Appeals and Assessment Review program for the City. Provides effective supervision and leadership of staff in the section. Responsible for providing policy and financial impact/costing estimates, advice, guidance and recommendations to staff and Senior Management on various taxation and assessment matters. Provides assessment and taxation projections and actuals required for reporting and payment purposes for applications received under a variety of Municipal Tax Incentive Programs.

Works closely with Legal and Senior Management to represent the City in all major appeals, ensuring the City's financial interests are protected at all times. This position will play a key role in negotiating settlements that have significant impact on the stability of the City's assessment base and financial position.

Accountable for establishing and achieving sectional 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 section.

Evaluates and reports on the section's service, financial, administrative and staff performance. Recommends and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

GENERAL DUTIES

Accountable to the Manager of Taxation for ensuring assessment appeals are processed in adherence to Provincial legislation/regulations and City guidelines/by-laws. Ensuring the section's resources are effectively and efficiently utilized to achieving the primary objective of minimizing assessment loss and optimizing on opportunities to preserve and grow the City's assessment base.

Responsible for the delivery of the Tax Appeals and Assessment Review programs by ensuring service quality, cost effective and timely service delivery and legislative compliance. Manages the day to day operations of the Tax Appeals and Assessment Review section.

Supervises, hires, trains, and disciplines staff. Approves requests for time off and monitors absences according to corporate guidelines to ensure appropriate service levels. Responsible for monitoring and evaluating staff performance, providing appropriate training, coaching, and resources to develop the necessary skills and performance attributes in line with business and personal development needs.

In collaboration with the Manager, develops, writes, monitors and maintains the policies and business processes for the business unit.

Researches and writes council reports by providing statistical and financial information; makes recommendations for program changes and provides information on assessment appeals and the risks/exposure to the City's assessment base.

Determines annual goals and objectives for the section including monitoring the operations and reports progress to Manager.

Assists in the preparation of the annual sectional budget and quarterly budget variance analysis.

Operates as the subject matter expert and escalation point to resolve issues from direct reports, as well as from internal/external customers. Prepares and provides property assessment and taxation estimate related to confidential pre-applications/applications for various City Tax Incentive/Grant Programs.

Works collaboratively with other departments or divisions in the creation and revision/amendment of related program policy and language.

Responsible for providing assessment and taxation advice and/or recommendations. Provides special analysis on financial impacts and uplifts in response to a variety of requests from staff and/or Senior/Departmental Management.

Oversees the accurate and timely billing of Hamilton Port Authority, Hamilton International Airport, Federally and City-owned properties in adherence to the PILT Act, Assessment Act and the Municipal Act.

Prepares an annual municipal tax allowance specific to properties with potential for large and/or multi-year assessment change leading to significant municipal tax loss to the City resulting from assessment appeals, legislative changes etc. Meets with external auditors and provides rationale and necessary supporting documentation pertaining to approved allowance.

Initiates assessment appeals after liaising with local MPAC office with concentration towards commercial and industrial classifications.

Reviews, analyzes and interprets Provincial and Federal legislation related to assessment and tax policy. Maintains awareness and understanding of proposed and approved legislative changes and how it may impact the function/duties of the section. Keeps abreast of precedent-setting assessment and taxation case law. Determines and prepares analysis to measure and advise of potential impact to City. Provides recommendations for revisions to business processes and policies and procedures as required.

Handles personal, confidential and sensitive valuation, financial information and development details for internal use and/or on behalf of the City, Developers, Taxpayers and MPAC for a variety of purposes including complex legal assessment appeals.

Acts as the Municipal Administrator of MPAC's Municipal Connect software. Determines appropriate permissions for all City employees.

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.

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.

Assume responsibilities of the Manager in their absence, as required.

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

QUALIFICATIONS

1. Knowledge of accounting, business administration normally acquired through the completion of a university degree or an equivalent combination of education and relevant work experience related to municipal taxation.

2. Previous property tax experience in a municipal setting with the completion of the Municipal Tax Administration Program.
3. Demonstrated working knowledge of Provincial Regulations and legislation including knowledge of the Municipal Act, Assessment Act and the Federal PILT Act and knowledge of bylaws affecting the tax appeal process. Demonstrated knowledge of capping and other tax policies.
4. AIMA or MIMA designation from the Institute of Municipal Assessors and ability to maintain designation through IMA's continuing professional development program.
5. Demonstrated assessment experience with a wide range of property types with a focus on commercial and industrial property assessments.
6. Strong problem solving and mathematical skills. Highly developed analytical and technical skills with the ability to work under tight timelines.
7. Excellent verbal and written communication skills. Demonstrated negotiation skills with ability to negotiate complex, confidential, financial and political/sensitive issues related to assessments and taxes.
8. Extensive experience in a multi unionized environment, with demonstrated experience in a leadership or supervisory role.
9. Excellent people skills including the ability to mentor, coach and influence team members.
10. Proficiency and working knowledge of Microsoft Office applications (Outlook, Word, Excel, Access). Knowledge of Vailtech, AMANDA, Provincial OPTA system and GIS database an asset.
11. Proficiency and demonstrated experience with MPAC's Municipal Connect and Municipal Connect 2.0 an asset. Demonstrated knowledge of MPAC's policies, valuation approaches, systems and reports is required.
12. Demonstrated ability to deal effectively with elected officials, municipal committees, representatives of other levels of Government, departmental and senior management, peers, staff and the general public.