

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

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

TAX BILLING & COLLECTIONS ADMINISTRATOR

SUMMARY OF DUTIES

Reporting to the Manager, Taxation, the Tax Billing & Collections Administrator is responsible and accountable for overseeing and coordinating the collections and registration services for the City. This position will be directly involved in assisting the Manager in all billings. Provides effective supervision and leadership of staff in the section.

Accountable to the Manager of Taxation in ensuring staff adhere to all policies and procedures with respect to collections via the various payment options and on-going, timely adjustments and maintenance to tax roll accounts. Ensures timely registration of liens and is responsible for determining which properties to offer for tax sale based on consultation with affected taxpayers and payment proposals. Acts as signing authority for the sale of property as a result of tax arrears. Ensures the treatment of tax arrears, the registration of liens and the tax sale process are in adherence to the Municipal Act, thereby limiting the City's financial exposure.

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.

In collaboration with the Manager, ensures Customer Service Staff are provided with timely and accurate information to effectively and consistently respond to taxpayer inquiries.

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 the delivery of the billings, collections and registration programs by ensuring service quality, cost effective and timely service delivery and legislative compliance. Manages the day to day operations of the Tax Billing & Collections section.

Responsible for cost effective administration and timely delivery of service and program; adheres to the standards, allocations and mandates of all pertinent Federal, Provincial and Municipal legislation, policies and procedures.

In collaboration with the Manager, develops, writes, monitors and maintains the policies and business processes for the business unit. Reviews the City's various payment options to ensure the most effective and efficient use of staff resources and optimizing customer service. Ensures staff adhere to the section's policies and procedures to promote consistent treatment of all taxpayers and ensure the timely and accurate maintenance of the tax roll accounts.

Researches and writes council reports by providing statistical and financial information, makes recommendations for program changes and provides information on tax arrears.

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.

Working closely with Legal staff, this position represents the City in all tax sales, ensuring the City's financial interests are protected at all times. This position will also be responsible in negotiating the more complex extension agreements and providing guidance and direction for arrears that complex, higher financial risk and political/sensitive.

Assists Manager in the various billings and reminder notices, ensures seamless and timely completion of billings in the absence of the Manager.

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. Receives, appraises and resolves complaints. Responds to inquiries from property owners, lawyers, general public and other department and elected officials.

Ensures timely actions are taken in regards to delinquent tax accounts that are near or meet the requirements under the Municipal Act. Reviews Tax Arrears Certificates to ensure proper notice is given to the appropriate interested parties within regulated timeframes. Maintains awareness and understanding of proposed and approved legislative changes and how it may impact the function/duties of the section.

Provides guidance and direction to Registration Officer, ensures staff properly negotiate all standard extension agreements to ensure same are fully completed, signed off and filed with the Clerk's Department, taxpayer and tax office.

Oversees and ensures final notice letter to property owner and mortgage holder informing property is at risk of being sold.

Approves final list of properties for tax sale and oversees advertisements for appropriate media. Oversees Registration Officer in preparing tax sale documents and requests maps to identify property locations and coordinate information to be placed on City's Web Site.

Conducts Sale of Lands for Tax Arrears in compliance with the Municipal Act and relevant regulations to ensure that lands are sold in compliance with the legislation. Ensures staff adhere to the legislative requirements on all duties performed prior and post tax sale to ensure City's interests are protected should any party challenge the sale.

Provides direction to support staff with respect to preparation of correspondence, processing documents, document preparation, verifying payment arrangements are being complied with especially those accounts with Extension Agreements and providing information on taxpayer accounts and collection process.

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

Analyzes property tax accounts to confirm outstanding balances are accurate and appropriate to determine next steps in collection.

Assists in developing and monitoring Tax Sale Revenue and Expenditure Budgets.

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 with are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Knowledge of accounting, Commerce or Business Administration normally acquired through the completion of a university diploma program or an equivalent combination of education and relevant work experience related to municipal taxation.
2. Demonstrated knowledge of the Assessment Act, Municipal Act and relevant regulations relating to Tax Sale registration with completion of Municipal Tax Administration program.
3. Demonstrated knowledge in conducting title searches and register documents with Teraview and Land Registry Systems is preferred.
4. Certified Municipal Tax Professional designation would be considered an asset.
5. Progressive tax sales experience preferably in a municipal setting.
6. Demonstrated excellent written and verbal communications for consensus building, working effectively, communicating diplomatically, tactfully and sensitively with taxpayers.
7. Excellent interpersonal skills and the ability to deal diplomatically and professionally with all levels of management, staff, elected officials and the public.
8. Demonstrated ability to effectively balance the interests of the City, while providing compassion and understanding to taxpayers in financial hardship.
9. Demonstrated negotiation and problem solving skills with a high sense of integrity and the ability to maintain a high degree of confidentiality when negotiating payment arrangements with taxpayers for outstanding taxes. Ability to negotiated complex, political/sensitive issues related to tax arrears.
10. Must have strong organizational skills and a high level of accuracy and timeliness in the preparation of written communication, reports and completing documentation for Tax Sale work.
11. Excellent working knowledge and understanding of relevant computer software applications such as Vailtech. Previous experience working with complex computer billing and remittance systems. Proficiency and working knowledge of Microsoft Office applications (Outlook, Word, Excel, Publisher, and Power Point).
12. Strong problem solving and mathematical skills. Highly developed analytical and technical skills with the ability to work under tight timelines.
13. Extensive experience in a multi unionized environment, with demonstrated experience in a leadership or supervisory role.
14. Excellent people skills including the ability to mentor, coach and influence team members.

15. 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.