

## CITY OF HAMILTON

**LAST UPDATED: SEPTEMBER 2023**

**CORPORATE SERVICES DEPARTMENT**

**(FINANCIAL PLANNING, ADMINISTRATION & POLICY DIVISION – BUDGETS & FISCAL POLICY - LOCATION – TBD)**

### **SUPERVISOR, VACANT UNIT TAX PROGRAM**

#### **SUMMARY OF DUTIES**

Reporting to the Manager, Budgets & Fiscal Policy, the Supervisor, Vacant Unit Tax Program provides effective development, monitoring, and management of all aspects of the Vacant Unit Tax Program. The Supervisor will provide leadership in conception, planning, development, implementation and ongoing program administration. The Supervisor will ensure that research, analysis and reporting on program outcomes is undertaken to senior management and Council. The Supervisor will be responsible for the development and execution of annual work plans delivered by the program team.

The Supervisor will represent the City on program related external committees and project teams as required.

#### **GENERAL DUTIES**

Lead in the development and implementation of the Vacant Unit Tax Program and related policy development, annual activity, reporting, complaint and appeals process, audit strategies, long-term forecasting, and financial system requirements and improvements.

Responsible to oversee the day to day operations of the program including staff scheduling and complement, assignment of duties, transaction management, service quality management, complaint management, regulatory or statutory compliance and financial reporting.

Provide strategic financial analysis and advice to ensure informed decision-making on the Program's service-specific policies, priorities and issues by all levels of management, Committee and Council throughout the year.

Monitors and implements operational and/or regulatory changes or enhancements for related to the Program.

Develops and monitors procedures and controls to ensure the handling and reporting of revenue is in compliance with financial policies, practices, and regulatory commitments.

Ensure a consistent quality service approach within the work area to ensure the highest level of client satisfaction as well as promote opportunities and alignment with other service areas, other departments, governments, agencies and/or stakeholders.

Deliver accurate, timely, strategic, professional reports, presentations and materials for senior management and Council in accordance with City protocols and deadlines. Includes reviewing and recommending "Financial Implication" language for special project Council reports, raising concerns to Manager, where required. Ensure understanding and awareness of complex contentious issues.

Attend and provide subject matter expert advice and insight at Departmental, Divisional and Committee meetings as well as is responsible for the quality, accuracy and impact of the advice/recommendation.

Attend public meetings and may be asked to present the city's position/actions to the public and outside government bodies.

Provide expert and authoritative advice, reasoned recommendations and innovative policy/program options and solutions to senior management and key community stakeholders on the program and strategic implications.

Support the investigation of best practices, conduct research and supports the recommendation of solutions and policy amendments.

Develop and nurture a work environment that is inclusive, respectful and motivating for staff as well as develops and empowers staff through delegation of responsibilities and accountabilities, through regular feedback, and by providing development opportunities and direction.

Provide oversight and management of applicable vendors and contractors to ensure the programs and services provided meet the needs of the Division and City.

Ensure that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties.

Ensure that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures.

Ensure that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

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

## **QUALIFICATIONS**

1. Post secondary education in a professional discipline pertinent to the job functions combined with relevant management training and sound business administration experience normally acquired through the completion of a University Degree in Business Administration, Commerce or Economics and/or a recognized professional accounting designation such as (CPA, CFA or MBA) or an equivalent combination of education and related work experience.
2. Experience managing people, with strong, professional communication and writing skills.
3. Working knowledge of the Municipal Act, the Assessment Act and any other legislation/ regulations related to the responsibilities of the job.
4. Working knowledge of conflict resolution and audit techniques.
5. Highly developed knowledge and experience in accounting principles and practices as well as financial analysis, analytics, metrics as well as business case and planning development.
6. Highly developed analytical and business planning skills with a proven track record for long-term visioning and big picture thinking.
7. Able to communicate effectively at all levels of the organization, including verbal, written, listening; ability to prepare reports, presentation materials and present complex financial concepts effectively to non-financial audiences; effective facilitation, communication, presentation, interpersonal and diplomacy skills; ability to maintain confidentiality.
8. Demonstrated 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.
10. Current and detailed understanding of the policy environment and government operations.

11. Proven ability to contribute meaningfully to the strategic and business planning processes and direction of the organization.
12. Strong understanding of the automated environment, with working knowledge of MS Office, MS Word, MS Excel, MS PowerPoint, MS Outlook, MS Teams, PeopleSoft, budget systems and other relevant software.

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

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