

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (REVENUE SERVICES DIVISION – VACANT UNIT TAX & REVENUE SECTION – LOCATION – TBD)

MANAGER, VACANT UNIT TAX & GENERAL REVENUE

SUMMARY OF DUTIES

Reporting to the Director, Revenue Services, the Manager, Vacant Unit Tax & General Revenue is responsible for the Vacant Unit Tax program and other revenue generating programs and services enhancing the City's financial management.

Responsible for the establishment of strategies, policies and procedures related to City's Vacant Unit Tax Program and other general revenues, revenue accounting standards and controls.

Responsible for the accurate and timely issuance of vacant unit tax declarations and subsequent billings for approximately 176,000 accounts.

Responsible for ensuring compliance standards are met related to the payment card industry data security standards (PCI DSS) and City's PCI program.

Ensures dispute/appeal processes, pre-authorized payment plans, and all customer assistance programs are in accordance with City and Provincial bylaws and legislation.

Accountable for establishing and achieving sectional goals and objectives through the effective and efficient use of financial and staff resources and with minimal disruption to the public. Uses a 'best practices' approach in developing and delivering quality services in a timely and cost-effective manner.

Instills a customer service focus which ensures consistent and fair treatment of all residents. Works closely with Program areas to ensure the City's revenue policies and procedures are followed at all times.

Responsible for effective management of inquiries, internal from staff and Council and external from the general public, other municipalities, Ombudsman Office of Ontario and the Province.

Responsible for the dissemination of Vacant Unit Tax and general revenue information in a timely manner to a broad variety of interested parties.

Responsible for the development of relevant revenues budgeting and forecasting.

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

Responsible for the effective and efficient reconciliation of all collections, adjustments and reductions incurred to the property taxation accounts in the day-to-day operations of the Vacant Unit Tax Program.

Possesses a demonstrated record of strong leadership, conflict resolution and guidance, customer focus, innovation, team advocacy, staff delegation, empowerment, and development.

Responsible for the effective oversight and management of identified vendor contracts, inclusive of performance reporting, as well as the development, implementation and management of performance dashboards and reporting.

RESPONSIBILITIES

Assumes lead accountability for the Vacant Unit Tax Program and other general revenues, the effective collections and reconciliations thereof, as well as the dissemination of Vacant Unit Tax and general revenues information from the City. Ensures that the section can meet the growing needs of staff, internal and external clients.

The Manager is accountable to the Director, Revenue Services for ensuring that the Vacant Unit Tax/General Revenue billings, collection, accounting and programs are provided in accordance with City and provincial legislation and in the most effective and efficient manner consistent with the City of Hamilton Mission, Vision & Values.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

Oversees the City's billing and collection activities of Vacant Unit Tax Program and other general revenues.

Participates in strategic planning of the Division and Department as a member of the Division Management Team.

Provides creative leadership through consultation with an effective division management team.

Promotes teamwork and integration between units within the division and with other parties participating in cross function and cross program initiatives (e.g., Housing Services, Housing Secretariat, Municipal Licensing and Enforcement).

Develops and empowers staff through delegation of responsibilities and accountabilities, through regular feedback and by providing development opportunities and technical direction.

Monitors the operations and projects within the section to ensure safety, service quality, cost-effective and timely delivery of services, and environmental and legislative compliance.

Participates in the development and monitoring of the Tax Supported budgets.

Ensures compliance with Provincial and Federal statutes and regulations and municipal by-laws and policies.

Liaises with external Auditors and Senior Management. Primary audit contact at year end as well as throughout the year.

Monitors and examines emerging trends that impact the Municipal sector.

Ensures Customer Service staff are adequately trained to respond to Vacant Unit Tax and general revenues related inquiries from the public and advocate the consistent and fair treatment of all taxpayers.

Responds to various corporate, community, provincial or federal proposals for service initiatives, changes or enhancements.

Provides professional consultation, including reports to City Council Members.

Receives, appraises and resolves escalated taxpayer complaints and responds to higher-level inquiries from property owners, lawyers, general public, other departments and elected officials.

Coordinates the implementation of an effective complaints and appeal process for the Vacant Unit Tax Program

Assists in the development of policy related to the provision of customer service, billing, collection and accounting functions. Ensures the uniform implementation and adherence to these policies.

Assists and/or provides support for the ongoing development of revenues and related financial systems.

In conjunction with legal staff, assists in the preparation of all Vacant Unit Tax and general revenue by-laws.

Oversees the production and issuance of billings and notices including but not limited to the design of bills and notices, explanatory inserts and newspaper advertisements.

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.

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

QUALIFICATIONS

1. University Degree in Business Administration, Commerce or Accounting and/or a recognized professional accounting designation such as (CPA) or an equivalent combination of education and related work experience.
2. Highly developed analytical and business planning skills with a proven track record for long-term visioning and big picture thinking.
3. Highly developed ability to articulate a vision, to lead and inspire others. Demonstrated ability to lead, motivate, coach and coordinate related activities of staff and client groups.
4. Highly developed strategic planning, conflict resolution and problem-solving skills.
5. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
6. Demonstrated ability to effectively manage a large multi-disciplinary staff in a results-oriented environment and in a both unionized and non-unionized environment.
7. Experienced in designing and delivering customer focused programs and services.
8. 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. Excellent knowledge and understanding of computer relevant software applications. Previous experience working with complex computer billing and remittance systems.
11. Demonstrated strong mathematical aptitude, problem solving skills and the ability to operate under tight time restrictions.

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