



The Corporation of the Town of Lakeshore has an Career Opportunity for a Supervisor of Revenue

The Town of Lakeshore is a beautiful Municipality situated in southern Ontario along Lake St. Clair. The Town has a population of over 35,000 and is one of the fastest growing municipalities in Ontario. Lakeshore enjoys a temperate climate year round with more than 200 growing days. Lakeshore's affordable lakefront community enjoys over 35 km of waterfront, low taxes, a high quality of life and abundant recreational opportunities with the new multi-use recreation centre, the Atlas Tube Centre including pools, 3 ice pads, gyms, and much more.

The Town of Lakeshore has a career opportunity for a Supervisor of Revenue. Reporting to the Director of Finance, the Supervisor of Revenue will assist in carrying out all statutory functions as set out in the Municipal Act and related Acts and Legislation. Responsible for the coordination and maintenance of effective property taxation, utility billing, revenue and collection programs, corporate cash management/cash handling and customer service initiatives. Responsibilities include performing statutory duties as Tax Collector in accordance with Ontario legislation, developing supporting policies and controls, providing advice and support to operating departments, preparing Council reports, conducting internal audits and account analyses, monitoring assessed value of properties, overseeing related financial reporting, and supervising staff, among other duties.

Qualifications:

- University Degree in Accounting or Business Administration or equivalent.
- Minimum of 5 years previous progressively responsible experience including municipal taxation and revenue and related software, customer service and collections, cash management & supervisory experience in a high transaction volume and unionized environment.
- Completion of the Municipal Tax Administration Program through Ontario Municipal Tax and Revenue Assoc.
- Professional Accounting designation is an asset

Knowledge:

- Thorough knowledge of municipal finance including property taxation and revenue billing and collection.
- Thorough knowledge of financial planning, analytical techniques, management accounting and controls.
- Planning and organizational skills to develop and implement long and short term policies and procedures.
- Knowledge of Provincial policies and Legislation that affects municipal government and municipal tax legislation.
- Ability to prepare accurate reports and present workable policy recommendations.

Major Responsibilities:

The Supervisor of Revenue shall ensure that business processes are documented and maintained current for all areas of responsibility of the position including staff and management functions.

- Regularly provides reports to Director (verbal and written) on work status and/or identified work problems within the Division for resolve and actively pursues and develops operational efficiencies to assist with the management of divisional volumes and short/long term goals.
- Maintains or directs the maintenance of all property tax accounts for the Municipality in accordance with legislation, policy and process requirements, including:
 - Administration of the assessment roll from the Municipal Property Assessment Corporation (MPAC).
 - Reconciling changes from prior year roll and update changes not included on the roll.
 - Preparation of interim and final tax billings with the inclusion of all special area rates and local improvements.
 - Prepare and mail supplementary tax billings, rebates and abatement notices upon receipt of information from the Assessment Office.
 - Oversee the collection of and recording of tax payments over the counter and mail on a timely basis.
 - Administers property tax registration and tax sale files and proceedings in accordance with legislation, policy and procedures.
 - Respond to lawyers inquiries and prepare tax certificates.
 - Respond to taxpayer inquiries-directly, by phone or in writing.
- Maintains and directs the maintenance of all Water Accounts for the Municipality in accordance with legislation, policy and process requirements, including:
 - Coordinates water meter readings and loading the editing water reading data for billing purposes.
 - Ensure billings are distributed as per schedule.
 - Establish new accounts and ensure ownership changes are set up on a timely basis communicating with other municipal departments.
 - Ensure final readings are scheduled, completed and billed.
 - Oversee the collection of and recording of water payments over the counter and mail on a timely basis.
 - Respond to lawyer inquiries
 - Respond to customer inquiries-directly, by phone or in writing
- Maintains and directs the maintenance of all other Revenue for the Municipality including:
 - Oversees billing and collection of general accounts receivable including interpreting and applying legislation, recommending and developing corporate policies and developing internal procedures and processes to ensure efficient and effective operations, including safeguarding of cash.
 - Oversees funding agreement and grant claims and related accounts receivable for federal and provincial funding, including Drainage Act, policing related, and other such revenues.

- Co-ordinates the implementation and maintenance of process and audit controls relating to corporate cash management and customer service.
- Oversees corporate cash handling activities to ensure cash handling procedures and audit controls are adhered to.
- Provides supervision, training, guidance and working instructions to divisional staff including work review, hiring, performance management, professional development and terminations.
- Develops and delivers corporate cashiering and cash handling training to all corporate facilities as required.
- Provides verbal and written information and explanation in response to escalated inquiries from customers including taxpayers, utility ratepayers, Council, lawyers, realtors, mortgagors, businesses, etc. through various contact channels such as in person, telephone, email.
- Negotiates satisfactory payment arrangements from escalated staff calls with property owners and mortgagors on complex tax arrears properties.
- Conducts revenue and customer service analysis, gathers data and prepares summary information.
- Formulates recommendations for general report content and/or divisional statistical/trend reporting.
- Responsible for monitoring and updating related portal or website content.
- Calculates local improvement payouts as required.
- Responsible for bank deposits at the Town's financial institution including all revenue received by the Tax/Revenue Division as well as various corporate facilities.
- Collects from the bank, under specific authorization, bank statements, returned cheques, credit memos, bank drafts, and other documentation.
- Provides assistance to the public on complex inquiries, adjustments of refunds on tax or utility accounts including historic research and prepares summary report/correspondence/follow up.
- Processes tax and water account adjustments and refunds as required.
- Provides data and necessary back up documents, explains variances to external auditors as required.
- Assists in year-end close procedures and software module close for each area of division.
- Performs other related duties and undertakes special projects as may be assigned.
- Ensures that occupational health and safety practices are adhered to and implemented.
- Maintains knowledge of and adheres to all Town of Lakeshore Policies and Procedures.
- Participates in ongoing Training and Development and ensures all mandatory requirements are met and maintained.

Decision Making and Judgement:

- Work is performed under the general direction of the Director of Finance or designate.
- Developing and recommending accounting and financial policies and procedures to the Director of Finance or designate for approval by Council.

Human Resources:

- Directly supervise Revenue Division staff
- Assist in establishing goals and objectives for the division.
- Plan, prioritize and assign work
- Accountable for health and safety responsibilities of staff; must ensure compliance with OHSAs as well as Town of Lakeshore's Health and Safety policies and procedures including WHMIS
- Assist in recruitment, training, setting objectives, performance management, vacation scheduling, lieu and flex time approval, etc.
- Identify and assist in addressing the professional needs of staff

Financial Management:

- Approves expenditures in accordance with approved budgetary guidelines. Expenditures beyond established budget limit must be approved by the CAO and/or Council.
- Assists with the development of the budget
- Monitors financial variances as part of the monthly or quarterly review; monitor and control budgets and ensure preparation of monthly and year end account reconciliations

Interpersonal Skills:

Excellent interpersonal skills to interact with members of Council, staff and the public. Must have proven ability to establish and maintain effective working relationships with a diverse group of stakeholders and must be able to effectively manage multiple projects concurrently.

Internal:

- With the Director and other members of the Senior Management Team and Municipal staff to provide advice, and to ensure that the Revenue Division reporting functions are performed in an efficient manner.
- With the Director or designate to discuss operational, management and policy issues and to receive policy direction

External

- With other municipalities and provincial ministries to exchange information, obtain assistance, etc.
- With vendors and service providers to respond to incoming enquiries and solve problems.
- With external auditor and financial institutions to exchange technical information
- With ratepayers/customers to respond to enquiries, solve problems and provide assistance with respect to tax, water and general accounts receivable matters.

Working Conditions:

Environment

- Works within an office environment.
- Manual dexterity to operate office equipment
- May be subject to adverse behaviour when communicating with the general public and others
- Some travel may be required.

Control over Work Schedule

- Office hours being 8:30 a.m. to 4:30 p.m. (35 hours per week)
- Work is subject to deadlines and may be required to work overtime to handle workload.
- Lieu time is capped at 35 hours per year

For the full job description, please visit our website at www.lakeshore.ca under employment opportunities. Qualified applicants interested in the position are to email a detailed resume outlining their qualifications to jobs@lakeshore.ca no later than noon on Friday, November 10, 2017 clearly indicating Supervisor of Revenue in the subject line. This is a non-union position. The salary is \$72,645 to \$84,623 annually with competitive benefits and pension.

Personal information is collected under the authority of the Municipal freedom of Information and Protection of Privacy Act and will only be used for the purpose of determining eligibility for this competition. The Town of Lakeshore is an equal opportunity employer. Accommodations under the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) will be provided upon request.