



Township of Essa Job Description

Position Title: Tax Clerk /Cashier - July 2023

Reports to:	Deputy-Treasurer	Last Revision Date:	July 2023
Department:	Treasury	Supervise staff or assign work (lead hand) or no HR responsibility?	No supervisory responsibilities
Location:	Municipal Office	List all positions directly supervised:	None
Standard weekly hours per employment agreement:	35	List of all position indirectly supervised:	None
Position Status (FT, PT, Seasonal, Student, Contract, Volunteer)	Full time	Pay Band #:	
Pay Method: (Salary or Hourly)	Salary	On Call (Yes reference to details)	No
Overtime (Eligible? Weekly Threshold?):	Unpaid, 1.5 hours off for each hour worked in excess of regular hours	Eligible for all staff group benefits? (yes/no)	Yes
		If eligible for some describe which:	
		Eligible for OMERS? (yes/no)	Yes

Scope (Purpose) of Position:

The Tax Clerk / Cashier is responsible for general accounting and data entry services related to the processing and documentation of the property tax database and municipal cash receipts. This position is also responsible for front-line customer service at the upper level reception desk.

Important Responsibilities Common to all positions (Leave as is, do not add.)

- Have a good understanding of standard Township operating procedures.
- Be familiar and comply with the provisions of the *Occupational Health and Safety Act* and its regulations, and the Township's Health and Safety Policies and Procedures.
- Take every possible precaution to protect themselves and fellow workers from health and safety hazards and unsafe situations.
- Report unsafe acts or conditions to their supervisor or the Health and Safety Committee Representative.
- Report any occupational injury or illness immediately to their supervisor.
- Use personal protective equipment where required.
- Demonstrate team work and a strong sense of customer service.
- Perform other duties as assigned.



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Key Result Areas (specific to position)	Duties (specific to each Key Results Area) (If list of tasks appropriate refer & attach)	Success Indicators (Key Performance Indicators)
<p>Customer Service</p>	<ul style="list-style-type: none"> • First contact to assist all customers for incoming inquiries, both in-person and via telephone and email. • Second contact to answer main phone line and respond to inquiries (becomes primary contact for main phone line in the absence of the Admin. Assistant for the Clerk’s Dept.) • Provides information to customers over the counter and from telephone inquiries relating to tax, utilities and general receivables, when questions relate to outstanding balances and due dates. • Provides statements of property tax accounts as requested from property owners. • Maintains and processes post-dated cheques for tax and utility payments. • Reconciles garbage tag sales on a monthly basis and orders additional garbage tags from the County as needed. • Signs in and out visitors to non-public areas at municipal office. • Prepares the outgoing mail for pick up by Canada Post. • Responsible for mailing out interim and final tax notices. • Distributes incoming faxes and ensures the fax machine has adequate paper supply. • In the absence of the Admin. Assistant for Clerk’s Dept. distributes incoming mail to all Departments. 	<ul style="list-style-type: none"> • Provision of requested information in timely manner in an accurate and polite fashion • Provides excellent customer service. • Timely delivery of tax notices.



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Database Management

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| | <ul style="list-style-type: none"> • Reviews and maintains accurate updates on the property and customer database including property ownership changes, address changes and newly created properties as well as maintaining filing system. • Uploads transfer deeds into Great Plains and files hard copy in permanent roll files. • Notifies new owners of any outstanding taxes on their account. Notifies MPAC of property address changes and mailing address changes. • Updates mortgage company listing to add and remove tax accounts that mortgage companies are responsible for paying the property taxes on behalf of the owner. <ul style="list-style-type: none"> • Sends mortgage companies property tax installment amounts payable for the property tax accounts they are responsible for paying. • Processes payments received from the mortgage companies. • Maintains mortgage company contact list. • Enrolls and manages customers using e-billing for property taxes and utility accounts. • Maintains Treasury filing system for hard copy documents, records and arranges for destruction of Treasury Department files in TROMS. | <ul style="list-style-type: none"> • Accurate database • Enables production of tax notices for interim and final billings for completion of sorting and mailing with few returned by mail. • Accurate database for mortgage company tax payments. • Efficient processing of property tax payments received from mortgage companies. • Enables tax notices and water bills to be sent out via email. • Accurate records management. |
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<p>Cash Receipts</p>	<ul style="list-style-type: none"> • Processes cash receipts for tax, utility, recreation, building/planning and miscellaneous cash receipts. • Receives and processes cash receipts from the arenas and ensures that cash received balances to documentation provided and follows up with discrepancies. • Balances and prepares daily cash receipt bank deposits and Perfect Mind (recreation) deposits. • Processes daily EDI (electronic data import) payments. Investigates and resolves any errors and notifies residents when errors are made in account numbers. • Processes payments received through Virtual City Hall. Creates batch, verifies bank charges in Bambora software and ensures accurate fees are recorded. • Processes weekly cash receipt batches for libraries. Follows up with any issues and prepares bank deposits. • Marks deposit entries in the system for Bank Reconciliation. • Prepares invoices for development charges and deposits from developers and individuals. Processes batch and prepares bank deposit. 	<ul style="list-style-type: none"> • Accurate history database • Accurate bank deposits and marking of deposits to reduce time taken for bank reconciliation. • Ensure accurate recording of returnable deposits. • Accurate invoicing batches and bank deposits
<p>General</p>	<ul style="list-style-type: none"> • Prepares tax certificates for lawyers and general requests for properties changing ownership or mortgage changes. • Process tax certificate batches and corresponding invoicing batches. • Assists in creating temporary pseudo roll numbers in Great Plains and maintaining database if the absence of the Tax Collector. • Updates development charge fees in invoicing system and updates development charges pamphlets,. • Reconciles purchases made through Bambora and Perfect Mind or similar software monthly; records returnable deposits; 	<ul style="list-style-type: none"> • Completion of requested information in timely manner for closing dates, information to be accurate without error and service to be professional and polite. • Building Dept to record permits issued during development stage prior to MPAC issuing property roll numbers. • Streamlining records as new properties/buildings develop and with the lag in MPAC data received. • Accurate history database to allow for good collections.



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	<p>prepares and marks cash batch and deposits to ensure all have been received. Works with recreation to resolve any issues.</p> <ul style="list-style-type: none"> • In the absence of the Tax Collector this position processes penalties and interest for property tax arrears, reconciles the tax sub-ledger to the general ledger and sends out notices on outstanding tax balances. Processes pre-authorization payment plan form for property taxes. 	
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Other details of the position

<p>1. Describe the type of problems this position may have to solve.</p>	<p>Issues in balancing the cash receipts and trouble-shooting for causes to assist with correction. Payments reported not recorded/received and required to track. Inaccurate data/ownership requires the position to request proof of ownership, i.e. 'deed' to property.</p>
<p>2. Describe the type of decisions this position may have to make.</p>	<p>Actions to balance cash receipts. Applying payment not recorded as per documentation and/or completing adjustment. Correct inaccurate ownership change and/or notify property owner of situation.</p>
<p>3. List the non-supervisory business relationships that come with the position.</p>	<p>General public. Lawyers' requests for tax certificates on sales/transfer, etc. Mortgage company/financial representatives to direct payments. MPAC representatives concerning property roll numbers and value. Internal staff to provide proof of payment or information.</p>
<p>4. Any responsibility for material resources required by the position? If so list.</p>	<p>Ensuring envelopes, paper and postage are available for mail outs. General office equipment, adding machine, accounting software.</p>
<p>5. Any responsibility for information resources required by the position? If so list.</p>	<p>Responsible for computer workstation and entering data.</p>
<p>6. What is the spending limit for purchases of the position?</p>	<p>None.</p>
<p>7. Any budget involvement? If so explain</p>	<p>None.</p>



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Expected Behaviours of the position (same for all positions)				
	Requirement for Position			
	Not Required	Basic Level	Intermediate Level	Advanced Level
1. Communication				
(a) Written communications		X		
(b) Oral communications one-on-one or in small groups		X		
(c) Large group presentation	X			
(d) Positive demeanor				X
(e) Negotiation/Mediation	X			
2. Stakeholder Contact				
(a) Knowledge of the services provided			X	
(b) Professional manner in dealing with stakeholders			X	
(c) Customer focused orientation (can do)			X	
(d) Build strong relationships			X	
(e) Continually improve service			X	
3. Leadership				
(a) Develop a business or strategic plan (planning)	X			
(b) Convince others to buy into our vision or a change	X			
(c) Translate the strategy & plan into action & results	X			
(d) Flexible & adaptive (open to new ideas)		X		
(e) Innovate	X			
(f) Think critically – Think independently			X	
(g) Tolerant (diversity)		X		
(h) Empathy		X		
(i) Confidence		X		
(j) Active listening			X	
4. Supervisory				
(a) Coach & mentor	X			
(b) Empower & delegate	X			



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(c) Manage job performance (give continuous corrective feedback)	X			
(d) Discipline and tough decisions as appropriate	X			
(e) Manage succession planning	X			
(f) Create and manage personal development plans for reports	X			
5. Teamwork				
(a) Work effectively with team members who have a variety of skill levels		X		
(b) Build & sustain internal relationships			X	
(c) Champion collaboration within the team			X	
(d) Accept all feedback (superiors, pers & subordinates)			X	
(e) Respect authority			X	
(f) Resolve conflict & difficult people		X		
6. Working Skills				
(a) Manage workload and meet deadlines (time management)		X		
(b) Deliver results (work ethic)			X	
(c) Manage stress		X		
(d) Manage quality of own work (attention to detail)			X	
(e) Ethics & integrity		X		
(f) Autonomy (independent action)		X		
(g) Creativity (originality and independent thinking)		X		
(h) Organization including project management		X		

Qualifications

Formal Education & Training:

2 year College Diploma in Business or equivalent and good knowledge of bookkeeping procedures. Completion of Municipal Tax Administration Program (MTAP) would be an asset.

Required in house training:

Great Plains, Perfect Mind, Bambora, MOAR and Municipal Connect software, Excel spreadsheet/database management.

Work Experience:

1 year accounting or business experience or retail, computer knowledge, cash handling, debit/credit card machine, printer, electronic calculator, postage machine, folding machine, telephone, facsimile, shredder and miscellaneous office equipment.



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Specific Technical & Sector Skills required:

Physical Skill & Effort and Working Conditions

Manual dexterity to operate a computer and other office equipment as necessary. Low risk of injury: sitting at a desk, eye strain a possibility.

Mental Skill & Effort and Working Conditions

Interruptions by public in person and by phone on a continual basis. Contact with the public can include conflict and verbal abuse.
Minimal effort and judgment as processes are established but attention to detail is important.

SIGNATURES / APPROVALS	Date	Signature
Incumbent:		
Department Head:		
Chief Administrative Officer: Colleen Healey-Dowdall		