



## Township of Essa Job Description

### Position Title: Tax Collector – March 2024

<b>Reports to:</b>	Deputy Treasurer	<b>Last Revision Date:</b>	March 2024
<b>Department:</b>	Treasury	<b>Supervise staff or assign work (lead hand) or no HR responsibility?</b>	No supervisory responsibilities
<b>Location:</b>	Municipal Office	<b>List all positions directly supervised:</b>	None
<b>Standard weekly hours per employment agreement:</b>	35	<b>List of all position indirectly supervised:</b>	Oversees the Tax Clerk/Cashier for all tax related functions
<b>Position Status (FT, PT, Seasonal, Student, Contract, Volunteer)</b>	Full time	<b>Pay Band #:</b>	
<b>Pay Method: (Salary or Hourly)</b>	Salary	<b>On Call (Yes reference to details)</b>	No
<b>Overtime (Eligible? Weekly Threshold?):</b>	Unpaid, 1.5 hours off for each hour worked in excess of regular hours	<b>Eligible for all staff group benefits? (yes/no)</b>	Yes
		<b>If eligible for some describe which:</b>	
		<b>Eligible for OMERS? (yes/no)</b>	Yes

#### Scope (Purpose) of Position:

To perform and administer the duties associated with tax billing and collection of realty taxes and payments-in-lieu of taxes; ensuring an efficient and accurate property taxation process.

#### 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)
<b>Tax Billing</b>	<ul style="list-style-type: none"> <li>• Administers the production of Interim, Final and Supplementary tax bills.</li> <li>• Co-ordinates the import of the annual roll and reviews year end files from Municipal Property Assessment Corp (MPAC).</li> <li>• Prepares the Interim, Final, and Business Improvement Area Tax Rate By-Laws to Council for approval.</li> <li>• Prepares remittances for the County and School boards, for payment.</li> <li>• Ensures accuracy of data in the tax database including assessment classes, tax rates, accrued penalties and interest, Business Improvement Area Rates and assessments and Local Improvement Charges.</li> <li>• Ensures accuracy of data presented on tax bills and tax certificates, prior to mail out.</li> <li>• Acts as liaison to software developer for maintenance and any changes to the taxation module.</li> <li>• Prepares detailed year end reports for External Auditor and provides details as requested. Balances General Ledger accounts.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate billing</li> <li>• Up-to-date billing</li> <li>• Bills sent out in a timely fashion</li> </ul>
<b>Assessment Base Management and Audit</b>	<ul style="list-style-type: none"> <li>• Compiles and reviews legal description discrepancies.</li> <li>• Acts as liaison to MPAC.</li> <li>• Acts as Municipal Representative at Assessment Review Board Appeals.</li> <li>• Reviews and ensures assessment changes are captured in the Online Property Tax Analysis database.</li> <li>• Supplies and receives information from MPAC regarding assessment changes, apportionments and any errors or omissions from the assessment roll.</li> </ul>	<ul style="list-style-type: none"> <li>• Stays up-to-date with current legislation</li> <li>• Reports to Council any changes to legislation and impacts on the municipality</li> </ul>



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	<ul style="list-style-type: none"> <li>• Complies Assessments at Risk listings from outstanding Building Permits. Compares active and closed building permits information from MOAR to MPAC, forwards any changes to MPAC for assessment updates.</li> <li>• Corresponds with ratepayers as it relates to changes in assessments such as Minutes of Settlements, Post Roll Amended Notices, Sec 357 and 358, Tax Incentive Approvals, Severances and Consolidations.</li> </ul>	
<p><b>Tax Arrears Collection and Tax Sales</b></p>	<ul style="list-style-type: none"> <li>• Calculates monthly penalties and interest and produces past due notices.</li> <li>• Monitors past due accounts and generates correspondence, meets with ratepayers to determine payment options and follow-up on accounts to ensure payment obligations are met.</li> <li>• Coordinates with tax sale agents all details as required to register properties for tax sales.</li> <li>• Monitors tax sale’s accounts, adds applicable fees to accounts and advises when accounts are paid in full.</li> <li>• Reviews tax sale advertisements prior to public notice insertion.</li> <li>• Calculates minimum tenders, accepts sealed tax sale bids and reviews information for accuracy.</li> <li>• Calculates final tax sale payouts and apply charges and payments to accounts upon Treasurer’s approval.</li> </ul>	<ul style="list-style-type: none"> <li>• Few arrears having as little impact on the municipality as possible</li> <li>• Able to successfully work out payment plans to assist taxpayers as needed</li> </ul>



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<p><b>Tax Write-Offs and Adjustments</b></p>	<ul style="list-style-type: none"> <li>• Reviews all write-off source documents including Minutes of Settlements, Tax incentive Approvals, Special Amended Notices, Assessment Review Board Decisions and Post Roll Amended Notices.</li> <li>• Reviews all Sec 357 and 358 applications.</li> <li>• Prepare reports for Council approval.</li> <li>• Calculates all write-off details and processes adjustments to accounts.</li> <li>• Prepares correspondence to ratepayer accordingly.</li> <li>• Requisitions refund cheques as necessary.</li> <li>• Adds uncollected balances to the tax roll under the Municipal Act and other legislation to be collected in like manner as taxes upon Treasurer’s approval.</li> </ul>	<ul style="list-style-type: none"> <li>• Regular and accurate reporting to Council</li> </ul>
<p><b>Pre-authorized Payment Plans and Recording</b></p>	<ul style="list-style-type: none"> <li>• Administers the monthly and instalment due dates Pre-authorized Payment Plans.</li> <li>• Analyses, reconciles and amends payment schedules as necessary.</li> <li>• Creates and transmits payment files to lead bank.</li> </ul>	<ul style="list-style-type: none"> <li>• Smooth payment process – effective and efficient</li> </ul>
<p><b>Customer Service</b></p>	<ul style="list-style-type: none"> <li>• Responds to ratepayers with difficult and complicated tax accounts.</li> <li>• Acts as backup to Tax Clerk/Cashier for all tax inquires or issues.</li> <li>• Processes payments as required; received over the counter, electronically and by mail.</li> <li>• Requires excellent interpersonal skills in tactfully dealing with public inquires and complaints.</li> <li>• Back up to front counter during absences/vacations.</li> </ul>	<ul style="list-style-type: none"> <li>• Provides excellent customer service</li> </ul>



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## Other details of the position

- 1. Describe the type of problems this position may have to solve.**  
 Resolves difficult issues for ratepayers with stakeholders including MPAC, lawyers and mortgage companies. Works with ratepayers to develop plans to resolve tax arrears issues. May need to defuse difficult and/or highly charged situations. Works with Software developer to ensure timely resolution of issues relating to taxation module maintenance.
- 2. Describe the type of decisions this position may have to make.**  
 Recommends payment schedules for tax accounts in arrears taking into consideration the ratepayer’s financial situation and past payment history. Recommends which duties the Tax Clerk/Cashier may be asked to perform taking into consideration scheduling and the need for timely outcomes. Recommends when accounts should be sent for tax sale registrations taking into account the owner’s defaulted payment obligation.
- 3. List the non-supervisory business relationships that come with the position.**  
 MPAC staff, Representatives of Financial Institutions, Law Clerks and Solicitors. Federal and Provincial Revenue Agencies. Other members of staff from within the department and Planning and Development and other Tax Collectors in other municipalities. General public. Software Developer analysts and IT.
- 4. Any responsibility for material resources required by the position? If so list.**  
 General office equipment, adding machine, other standard office equipment. Responsible for ordering tax billing sheets.
- 5. Any responsibility for information resources required by the position? If so list**  
 Responsible for preparing tax instalment due date advertisements. Responsible for preparing tax sale property information for website and tax sales’ bid packages, and advertisements. Responsible for computer workstation and entering data.
- 6. What is the spending limit for purchases of the position?**  
 None.
- 7. Any budget involvement? If so explain**  
 None.

## Expected Behaviours of the position (same for all positions)

	Requirement for Position			
	Not Required	Basic Level	Intermediate Level	Advanced Level
<b>1. Communication</b>				
(a) Written communications			X	



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(b) Oral communications one-on-one or in small groups			X	
(c) Large group presentation	X			
(d) Positive demeanor				X
(e) Negotiation/Mediation			X	
<b>2. Stakeholder Contact</b>				
(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	
<b>3. Leadership</b>				
(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	
<b>4. Supervisory</b>				
(a) Coach & mentor		X		
(b) Empower & delegate		X		
(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			
<b>5. Teamwork</b>				
(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, peers & subordinates)			X	



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(e) Respect authority			X	
(f) Resolve conflict & difficult people			X	
<b>6. Working Skills</b>				
(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:**

College diploma in Business or Accounting and good knowledge of bookkeeping procedures. MTAP – Municipal Tax Administration Program (Required).

**Required in house training:**

Great Plains software, Excel spreadsheet/database management, MOAR, Perfect Mind, Bambora, MPAC database, OPTA.

**Work Experience:**

4 years previous municipal property tax experience and understanding of local government finances.

**Specific Technical & Sector Skills required:**

Member of the Ontario Municipal Tax and Revenue Association (OMTRA). Successful completion of the Municipal Tax Administration Program (MTAP).



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## 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 by phone and in-person on an infrequent basis. Considerable mental effort and judgement is required. Errors have significant impact on others. Most work is subject to review.

SIGNATURES / APPROVALS	Date	Signature
<b>Incumbent:</b>		
<b>Department Head:</b>		
<b>Chief Administrative Officer:</b>		