

# JOB PROFILE

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*Finance – Finance & Enterprise*

## **Tax Payment and Collection Clerk**

The successful candidate will perform a variety of duties related to the maintenance of the tax roll in preparation for the tax billing and in collection of tax arrears with a focus on quality customer service and continuous improvement processes. Guided by the goals and objectives of the City of Guelph Strategic Plan and committed to the Corporate Values of integrity, excellence and wellness, the candidate will aid in the achievement of the Community Vision – to be the city that makes a difference.

**HOURS OF WORK:** 35 hours per week Monday to Friday between the hours of 8:30 am and 4:30 pm.

### **DUTIES:**

- Receives and processes all tax and non-tax payments at Service Guelph counter
- Receives, open, analyses & distributes mail
- Process daily mail payments, telebanking & electronic bank payments through Receivable Link, POS – Class payments, mortgage company payments & postdated cheques
- Balance daily cash summary & reconcile receipts and prepare bank deposits for pickup by Brinks
- Respond to and answer all customer inquiries, problems and deal efficiently with irate customers both at the counter and over the telephone and follows through on same
- Administer & maintain name and address, mortgage company file and group code databases and initiate correspondence for same. Resolves or investigates and assists in resolution of discrepancies.
- Monitor and investigates returned mail – screens and searches new addresses and redirects
- Maintain postdate file, balance, prepare bank deposit and send to bank. Update to sub ledger
- Assist in maintenance of the pre-authorized (PAP) plan including initial enrolment, inputting data, changes, cancellations and payment amounts. Solves discrepancies and initiates file transmittal to bank
- Prepare Tax Arrears statements, print, stuff and mail monthly
- Assist in collection and administration of tax arrears. Contacts, advises and pursues ratepayers who are in arrears and follows through on same. This includes calculation of interest and/or projected interest and negotiating suitable payment arrangements etc.
- Prepare Sec 357/358 applications for adjustments to taxes.
- Perform other related duties as assigned.

### **QUALIFICATIONS:**

- Experience in cash handling and customer service, normally acquired through a Grade 12 diploma and 2 – 3 years experience related to the duties listed above, preferably in a municipal tax setting. Candidates with an equivalent combination of education and experience may be considered.
- Demonstrated knowledge and understanding of Municipal Act, Assessment Act and other relevant legislation is required
- Previous cash handling experience in an environment where high-volume transactions occur with a proficient knowledge of all types of cash and transactional operations and security and safeguarding requirements.
- Completion of Municipal Tax Administration Program would be an asset
- Post secondary education in business administration, accounting or related field would be an asset
- An aptitude for numbers with a keen sense of accuracy, thoroughness and attention to detail

- Must exhibit strong customer service skills with the ability to respond to customers confidentially in a professional and courteous manner.
- Must demonstrate initiative, positive workplace behaviors and the ability to ask questions, identify issues & concerns, research and find resolutions
- Must be able to work in a team environment with the ability to communicate orally and in written form in a clear, concise and courteous manner.
- Must establish and maintain effective working relationships with employees and the general public.
- Must be well organized, be able to prioritize work and meet inflexible deadlines in a demanding environment
- Intermediate skills in Microsoft Office (Word, Excel and Outlook) with strong and accurate data entry skills. Experience with, Vailtech, JDEwards and Class would be an asset
- Knowledge of the Occupational Health and Safety Act

**\*THIS IS A SAMPLE JOB PROFILE.PLEASE VIEW THE “CAREERS/JOBS” PAGE FORCURRENT OPENINGS THAT WE ARE ACTIVELY RECRUITING FOR\***