



JOB DESCRIPTION

TITLE: **MANAGER, FINANCIAL SERVICES & SPECIAL PROJECTS**

DEPARTMENT: **Finance**

Job Desc. Last Updated: Oct 2024

GENERAL ACCOUNTABILITY

Reporting to the Director, Finance, the incumbent is responsible for direction and control of the Payroll and Revenue Services sections, and for the delivery and execution of special projects. There is a requirement to report on complex financial matters and to make policy recommendations to senior management.

The Manager, Financial Services & Special Projects is accountable for the statutory responsibilities of the City Collector as prescribed by the Municipal Act and City bylaws. The incumbent exercises considerable independent judgement and action in their daily work and only matters of major impact or policy are referred to the Director.

NATURE AND SCOPE OF WORK

Through subordinate managers, plans, organizes, coordinates and directs all services and programs provided by the Revenue Services and Payroll sections.

Advises and guides subordinate managers and staff and assists them with seeking resolution on difficult labour relations, administrative, or technical issues.

Oversees and participates in complex projects, including policy and bylaw development and review, detailed financial analysis, development of business cases, and special projects as directed. These projects may be of a politically sensitive nature.

Works closely with staff to enhance service delivery from the City of Nanaimo Finance Department through process improvements and the delivery of timely financial support and advice.

NATURE AND SCOPE OF WORK cont.

Deals with complex property tax and related billing inquiries and resolves disputes with customers that have been elevated from Revenue Services.

Performs the duties and responsibilities of City Collector as prescribed by statute, bylaw or resolution of Council.

Conducts the annual tax sale and ensures all tax sale statute requirements are adhered to.

Conducts strategic data analysis, research, and modeling for senior leadership and Council.

Drafts, reviews, develops and implements financial policies and procedures to enhance the efficiency of the department.

Interprets pertinent bylaws, statutes, and regulations, and provides recommendations to ensure all local government and legislated requirements are adhered to.

Supports implementation, updates, changes or enhancements to the City's financial and ERP systems. Tests and evaluates software used by the City. Liaises with IT and software vendors. Determines requirements and specifications for new software applications.

Participates in the backfill support of all Finance sections throughout an implementation or upgrade of new ERP or other software systems.

Ensures high quality customer service is provided to external and internal stakeholders.

Attends meetings of Council, Committees of Council and associated bodies at the request of the Director, Finance and provides advise as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge and experience with financial and accounting principles, practices, and procedures specifically related to local government.

Thorough knowledge of the statutes, regulations, and bylaws that relate to the duties of this position, including, the *Community Charter, Local Government Act, Income Tax Act, North West Partnership Trade Agreement, Free Trade Agreement Canada, Assessment Act, Manufactured Home Act, Manufactured Home Tax Act, Employment Standards*.

Comprehensive information technology skills including expertise with Microsoft Office and Financial ERP systems designed for large, complex organizations.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.

Ability to exercise considerable personal initiative and independence of judgment in the performance of duties and in the attainment of performance and management objectives.

Ability to use discretion and political acumen in communicating on politically sensitive matters.

Ability to meet and deal tactfully, efficiently, and effectively with government, business, other officials and the general public.

Ability to establish and maintain effective working relationships with a wide variety of internal and external contacts.

Ability to interpret legislation, regulations, and municipal bylaws and to draft new bylaws and amendments for consideration by Council.

Ability to interpret, report, and provide advice and guidance to Senior Management and Council on a variety of accounting and financial management matters, and produce concise and complex financial statements and reports, including recommendations.

Ability to communicate effectively, verbally and in writing.

Ability to plan, organize, manage, direct, and monitor programs, services, and personnel.

Ability to perform all duties with minimal supervision.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Completion of a recognized British Columbia Professional Accounting Designation (CPA) and 5 years' related experience in a variety of accounting practices, including proven management supervisory experience in municipal government.

Experience with the collection of municipal taxes, process improvements and the successful implementation of financial software programs would be an asset.

An equivalent combination of education and experience may be considered.

REQUIRED LICENCES, CERTIFICATES, AND REGISTRATIONS

Satisfactory Criminal Record Check.

Possession of a valid Class 5 BC Driver's Licence.

GENERAL STANDARDS

Managers and supervisors shall ensure the health and safety of their employees by demonstrating support and participation in all aspects of the Occupational Health & Safety (OH&S) Program, communicating hazards and expectations of safety, maintaining safe work areas, and assigning work to trained persons.

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health & Safety (OH&S) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes to maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City policies and objectives.