



JOB DESCRIPTION

TITLE: **MANAGER, REVENUE SERVICES**

DEPARTMENT: **Finance**

Position Last Evaluated: Feb 2015
Job Desc. Last Updated: Aug 2021

GENERAL ACCOUNTABILITY

Reporting to the Director, Finance, the Manager, Revenue Services acts as City Collector and is accountable for the collection of and appropriate internal control over City revenue, the billing process for property taxes, user rates (water, sewer, and garbage), and dog licences, and maintaining account and property information and cemetery data.

Manages and directs Revenue Services staff providing customer service to the public. Works with management staff in other departments to maintain and enhance service delivery in the Service & Resource Centre.

The incumbent exercises considerable independent judgment and action in his/her daily work and only matters of major impact are referred to the Director, Finance.

NATURE AND SCOPE OF WORK

Responsible for the selection and appointment of staff, employee evaluations, recommending promotions, disciplinary action, and training requests. Confers with department staff and their representatives to resolve complaints and grievances. Reviews effectiveness of assignments and provides advice and guidance and assists staff with difficult administrative and technical problems.

Organizes, directs, and controls the activities of personnel engaged in the billing of property taxes, user rates, and collection of various City revenues.

NATURE AND SCOPE OF WORK cont.

In cooperation with other department managers, is responsible for the efficient operation of the City's Service Centre through the establishment, delivery, and monitoring of "one stop" service to the public.

Responsible for the maintenance of property records relating to tax levies, assessments, ownership, and legal descriptions, collection and payover of grants-in-lieu of taxes and other agency levies, and preparation of tax rolls and local improvements.

Performs the duties and responsibilities of City Collector as prescribed by statute, bylaw, or resolution of Council. Interprets pertinent bylaws, statutes, and regulations, and gives advice on such subjects as property taxes, Home Owner Grant eligibility, local improvements, etc. Conducts the annual tax sale and ensures all tax sale statute requirements are adhered to.

Directs and controls the financial and record management requirements for the City cemetery operations.

Tests and evaluates software used by the Collections Division. Liaises with IT and software vendors. Determines requirements and specifications for new software applications.

Resolves disputes with customers related to property taxes, user fees, and other financial related matters.

Ensures a high quality of customer service is provided to the public.

Provides advice on Permissive Tax Exemptions.

Acts as a Financial Signing Officer for the City of Nanaimo.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of 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, but not limited to: *Community Charter, Local Government Act, Assessment Act, Manufactured Home Act, Manufactured Home Tax Act.*

Proficient computers skills with various p.c. programs and municipal computer programs.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.

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

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

Ability to produce concise and complex reports and analysis.

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

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

Excellent customer service skills, including the ability to resolve conflicts with hostile customers.

Ability to communicate effectively, verbally and in writing.

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

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

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.

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 in 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.