



JOB DESCRIPTION

TITLE: MANAGER, REVENUE SERVICES

DEPARTMENT: Finance

Position Last Evaluated: Feb 2015
Job Desc. Last Updated: Mar 2018

GENERAL ACCOUNTABILITY

Reporting to the Deputy Director – Financial Services, 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 Deputy Director – Financial Services.

NATURE AND SCOPE OF WORK

Responsible for the selection and appointment of staff, employee evaluations, recommends 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.

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; preparation of tax rolls and local improvements.

NATURE AND SCOPE OF WORK (Cont)

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.

Acts as staff liaison for the Grants Advisory Committee and 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.

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.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES (Cont)

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 3 years' in a management supervisory role 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 License.

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 and Safety (OHS) 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 and Safety (OHS) 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.

Takes responsibility for reducing energy consumption within the scope of the job duties.

Meets the City's core competencies in the areas of Building Relationships, Developing Self & Others, Focusing on Customer, Communicating Effectively, Thinking Strategically and Collaborating for Results.