



JOB DESCRIPTION

TITLE: ASSISTANT MANAGER, REVENUE SERVICES

Department: Finance

Job Desc. Last Updated: N/A

GENERAL ACCOUNTABILITY

Reporting to the Manager, Revenue Services, the Assistant Manager, Revenue Services is responsible for the day- to-day operation of the Revenue Services Section. This includes the customer service centre, the maintenance of accurate property information and the billing process for property taxes, user rates (water, sewer and garbage), dog licences, and other receivables. The Assistant Manager is also responsible for the maintenance of data and revenues related to municipal cemeteries.

Considerable independent judgment and action is expected, with only matters of major impact or policy discussed with the Manager, Revenue Services.

NATURE AND SCOPE OF WORK

Supervises and manages Revenue Services staff providing customer service to the public. Schedules and monitors work and performance, appraises employee performance, handles training requests and deals with disciplinary 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 addition to water meter reading.

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.

Directs the preparation of general taxation rolls for official use by the City of Nanaimo; creates and prepares for certification the assessment/taxation rolls for specified areas, parcel taxes and local improvement construction projects as directed by Council and ensures all legal requirements have been satisfied.

NATURE AND SCOPE OF WORK cont.

Liaises with outside agencies such as B.C. Assessment, School District 68, Regional District of Nanaimo, Ministry of Community Services and the Surveyor of Taxes.

Conducts special projects into matters involving areas of responsibility. Provides advice and guidance to Council and Senior Management on related matters and may attend Council and Committee meetings as directed.

Organizes tax sale proceedings, ensuring all legal and statutory requirements have been met.

Assists in the administration and maintenance of financial accounting systems; conducts financial investigations and prepares financial reports and analysis as directed.

Determines requirements and specifications for new software applications. Tests and evaluates software used by the department as required, liaising with City staff and software vendors.

Assists the Manager, Revenue Services in the performance of their duties and provides advice and guidance to staff and the general public; interprets pertinent bylaws and regulations; provides advice on such subjects as taxes, permissive tax exemptions, local improvements, user rates, business licences, etc.

Attends meetings of Council, Committees of Council, and associated bodies at the request of the Manager, Revenue Services and provides advice as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

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

Thorough knowledge of the Community Charter, Local Government Act, Assessment Act, related statutes, laws, regulations and precedents respecting local government with specific emphasis on financial taxation/assessment implications. Ability to interpret regulations, bylaws and legislation.

Extensive knowledge of computerized information systems. Ability to review and analyze software, identify problems, propose solutions and effectively communicate with software vendors and consultants.

Proficient computers skills and knowledge of municipal computer programs.

Ability to interpret, report and provide advice on a variety of financial management matters.

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

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES cont.

Ability to prepare concise and complex reports and correspondence.

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

Ability to communicate effectively, verbally and in writing.

Ability to work under pressure, manage multiple priorities, meet deadlines and respond to requests in a timely manner.

Strong organizational skills and self-motivation.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Completion of a recognized Professional Accounting Designation (CPA) or in the process of obtaining CPA designation. Completion of the CPA designation must be within 5 years of appointment, as a condition of employment.

A minimum of 3 years' related experience in a variety of accounting practices, including proven experience in municipal government and supervisory experience.

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 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 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.