



## **Revenue Clerk – Tax** *(Temporary – Approximately 8-18 months)*

We're recruiting energetic people who share our values of teamwork, respect, honesty and commitment. You'll be joining a team of dedicated, professional and committed co-workers, willing to go the extra mile. Our mission is to lead and serve Fort Erie by pursuing opportunities, leveraging partnerships and managing our resources to achieve growth. The bar is set high, but we will help you reach it!

With a post-secondary diploma in Business/Accounting or similar, you will maintain property tax systems and files, including billing and collections. You have a working knowledge of computers and financial applications (i.e. MS Office, Lotus Notes, tax/water systems, CRM). Specific knowledge of the Municipal Act, Assessment Act and associated regulations and procedures pertaining to property tax would be an asset. You have the ability to prioritize demands, meet deadlines and perform multiple tasks simultaneously and possess you excellent customer service, mathematical, analytical and reasoning skills.

This union position offers an hourly rate of \$25.64, based on 37.5 hours weekly. As a temporary employee, you will not participate in the health and wellness benefits available to regular employees.

If you are looking for an opportunity to learn and grow and promote positive change in a friendly, safe environment, we'd love to hear from you!

***Fort Erie...a welcoming, prosperous connected  
community of choice***

The deadline for receiving application is 5pm on **Wednesday, May 22, 2019**.  
[Click here to apply](#)

We will contact candidates selected for an interview. The evaluation process may include a practical assessment, background, credit and criminal record check. Personal information is collected under the *Municipal Act, 2001* to determine employment suitability. The Town of Fort Erie is an equal opportunity employer. Accommodation is available to candidates upon request.

**Department:** Corporate Services  
**Division:** Revenue and Collections  
**Reports to:** Manager, Revenue and Collections

## **Position Objective:**

Maintain property tax systems and files, including billing and collections and interact with customers.

## **Duties & Responsibilities**

1. Respond directly to customer enquiries/requests regarding new/existing accounts, name/address changes, billing procedures and refer complex/policy-related enquiries to appropriate person.
2. Ensure master files for property tax accounts remain accurate and current, effect changes and/or corrections, correspond with owner and/or mortgage holder as appropriate.
3. Process all property tax payments made by mortgagees and reconcile applicable tax accounts.
4. Perform account adjustments for manager's approval, add/update pre-authorized payment information, prepare in-year billings/refunds and correspondence.
5. Perform property tax collection procedures including arrears correspondence, payment arrangements and follow-up; produce tax arrears certificates; coordinate documentation and notices; assist with public tender; process properties for tax registration;
6. During peak periods, receive and process/post customer payments (in-person/mail/electronic).
7. Assist the Senior Revenue Tax Clerk with property tax billing processes and electronic banking files.

## **Education & Experience**

- OSSD or equivalent plus a Business/Accounting diploma program of over one (1) year and up to two (2) years or equivalent
- Over six (6) months up to and including one (1) year of experience to learn tax cycle and Town procedures

## **Knowledge**

- Technical knowledge of accounting practices relating to the processing of accounts receivable including billing and collections
- Applied, technical knowledge of computers and financial applications (i.e. MS Office, Lotus Notes, tax/water systems, CRM)
- Specific knowledge of Municipal Act, Assessment Act and associated regulations and procedures
- Specific knowledge of Town by-laws, policies and procedures pertaining to property tax

- Technical knowledge of various Corporation services, policies and procedures
- Applied knowledge of typical office equipment
- Applied knowledge of processing cash transactions

## **Skills & Ability**

- Perform mathematical calculations
- Perform data entry and computer-based financial calculations accurately and promptly
- Operate ten-key adding machine
- Read and understand deeds and similar instruments
- Responds to enquiries; deals with or settles requests, complaints or clarification of information
- Maintains accurate records
- Adapts to change, learns and practices new skills
- Ability to maintain an effective working relationship with co-workers, associates and external customers in a team environment, sometimes under adversarial conditions
- Demonstrated organizational and analytical skills
- Coordination of fine movements where speed is moderate consideration

## **Direction of Others**

Not normally a job requirement; may be a requirement to show others

## **Work Demands**

- Assignments are covered by well-defined tax and collection policies and procedures. Some judgement to adapt guidelines for payment plans and arrangements to achieve desired results.
- Occasional sensory effort: Visual attention for computer use, listening/speaking on the telephone; being aware of customers arriving at the counter, with some choice of action to seek relief
- Regular physical effort: Activities such as sitting, keyboarding and standing at counter
- Coordination of fine movements for data entry where speed is a moderate consideration
- Incorrect or inappropriate actions have financial implications, adverse client relations and could affect safeguarding of confidential information; some cash handling

- Little degree of care required to prevent injury or harm to others
- Handles contacts of a specialized nature i.e. taxes, mortgages, banking, legal, some of which are difficult and involve problem resolution
- Major disagreeable conditions (i.e. verbal abuse and behaviourally difficult clients) of occasional exposure

**Position History**

In December 2004, the position of Finance Clerk II, Level 6 was changed to Finance Clerk I, Level 3, in the Corporate Services Department resulting from the restructuring in accordance with By-law No. 200-04. The position was renamed during collective bargaining in 2009 and updated in 2017.

This Job Description was reviewed in July 2017 for AODA compliance and organizational changes and reporting.

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Chief Administrative Officer

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Date