



## **SUPERVISOR OF CUSTOMER SERVICE/TAX COLLECTOR**

Salary: \$73,601 – \$87,906

Plus a comprehensive benefit package and OMERS pension plan

The Corporation of the City of Brockville invites applications from qualified and interested candidates for the full-time position of Supervisor of Customer Service/Tax Collector.

This position plays a key role in coordinating the day-to-day functions of the Customer Service Office by providing strong leadership in the areas of customer service, general accounting, municipal property taxation and billing and assessments while ensuring compliance with all relevant provincial legislation.

Specific duties include but are not limited to: supervising customer service functions which include cash receipts, water billing, parking administration, and intake of various forms and applications. Responsible for all statutory duties associated with property taxing such as: billing, collection, tax rolls and assessment operations including balancing and tax write-offs. Calculates the annual tax rates and composes correspondence as requests and prepares replies to inquiries as required and assists in the development of timely, relevant communications to the public with respect to billing and processing services. This role will act as a trained back up to positions within the Customer Service Office. The Supervisor lends leadership and expertise in matters relating to cash and revenue processes, procedure and policy for the municipality as well as coordinates a collection procedure for delinquent taxpayer accounts.

### Essential (Minimum) Qualifications:

- A university degree or a community college diploma in accounting, finance or commerce or a suitable combination of education and relevant work experience.
- Ontario Municipal Tax and Revenue Association (O.M.T.R.A.) Tax Collectors Course (or the ability to obtain).
- At least three (3) years' experience in a municipal finance or similar environment.
- Additional qualifications are proven organizational skills and ability to work with very tight deadlines and competing priorities, the ability to work independently with a high degree of accuracy and reliability, the ability to prepare and make public presentations; together with superior verbal, written and interpersonal skills.
- Computer literacy in the Microsoft Office suite and sophisticated Financial Management applications are required.
- Well-developed leadership and interpersonal skills to develop and maintain a team environment are also required.

The personal information submitted is collected under the authority of The Municipal Act and is protected under the Municipal Freedom of Information and Protection of Privacy Act and will be used for employment assessment purposes only. The municipality is an equal opportunity employer following the rules and regulations set out by the Human Rights Code and the Integrated Accessibility Standard Regulation. For applicants with a disability, accommodations are available upon request in the recruitment process should you be selected to participate.

Interested and qualified candidates must submit a cover letter and resume marked "Supervisor of Customer Service /Tax Collector" to the following on/before 4:00 p.m., Monday, October 5, 2020.

Human Resources Department  
City of Brockville  
P.O. Box 5000  
1 King Street West  
Brockville, Ontario K6V 7A5

email: [hr@brockville.com](mailto:hr@brockville.com)

The City of Brockville wishes to thank all applicants and advises that only those chosen for interviews will be contacted.