



Revenue and Taxation Associate (Job # 2021-045-IE)

Department:	Finance and Information Technology
Status:	Full Time, Permanent
Date Posted:	March 16, 2022
Date Closing:	March 31, 2022 4:30 p.m.
Number of Positions:	1
Scheduled Hours/Shifts:	35 hours per week, 8:30 a.m. to 4:30 p.m., Monday to Friday
Salary:	\$50,038.84-\$63,313.21
Flexible Working Arrangement:	Not Applicable

Position Purpose: Reporting to the Manager, Revenue and Taxation, the Revenue and Taxation Associate will provide expert customer service to property owners/residents, developers, lawyers and financial institutions, and is the first point of contact for Revenue and Taxation escalations after the Town's customer service team. This position is responsible for the administration, changes and maintenance of the integrity of the town's property ownership database, which will meet all town policies and MFIPPA. Customer service and administrative support as a member of the Revenue and Taxation section and is responsible for responding to customers complex inquiries concerning taxes, water billing and accounts receivable related matters. The successful candidate will have excellent communication and organization skills, be able to multi-task in a fast-paced environment and enjoy interacting with the public.

Qualifications and Requirements:

- Minimum Ontario Secondary School Diploma; Basic Accounting College Course
- Successful completion of the Municipal Tax Administration Program (MTAP) (Version effective 2019 - 3 units) preferred or ability to successfully complete within two years of hire
- Three (3) years current municipal customer service experience preferably in a municipal taxation or public utility environment. A combination of education and experience may be considered
- Experience in, and a strong commitment to, delivering quality customer service utilizing excellent interpersonal, public relations, researching, organizational, analytical and problem/complaint resolution skills and the ability to respond appropriately to sensitive inquiries and/or irate customers with a focus on a fair outcome and a positive customer experience.
- Ability to deal courteously, effectively and confidentially with tact and diplomacy with the public, all levels of staff, agencies/organizations, other levels of government and other departmental contacts.
- Ability to find information and provide customers with answers quickly and accurately while using multiple internal resources
- Experience with MS Dynamics/Great Plains, Municipal Connect, GIS software, and knowledge of Neptune Connect/Neptune 360 an asset
- Proficiency and experience in the use of computers including: Microsoft Office (Outlook, Word, and Excel), database programs, internet, financial software; as well as the ability to organize files electronically and use voicemail systems.
- Excellent communication, organization, analytical, and multi-tasking/work prioritization skills
- Advanced interpersonal skills, with the ability to interact effectively with municipal staff, residents, and contractors
- Availability to work overtime to accommodate peak periods and workloads
- Ability to work in a fast paced environment and able to adhere to strict deadlines

How to apply:

Please forward your resume in confidence by **March 31, 2022 at 4:30 p.m.**, identifying **Job # 2021-045-IE** in the subject line to hr@townofws.ca.

Committed to diversity and a barrier-free environment: Whichurch-Stouffville is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process and as we grow, it's important that our workforce reflect the citizens we serve. At the Town, we respect, encourage, and celebrate our diversity. If contacted for an employment opportunity, please advise if you require accommodation.

As a result of the COVID-19 pandemic and in support of the Town's commitment to a healthy and safe workplace, the Town has a vaccination requirement for all employees. Successful candidates will be made an offer of employment on the condition of being fully vaccinated against COVID-19. Fully vaccinated is defined as having received all of the required doses of a Health Canada approved vaccine 14 days prior to your start date.

Successful candidates will be asked to provide proof of full vaccination. In the event that that a candidate is unable to be vaccinated as a result of a ground protected by applicable provincial human rights legislation, the Candidate may submit a written explanation of the ground and any supporting documentation to determine if they are exempt from this requirement.

We thank all applicants for their interest in this position, however, only those applicants selected for an interview will be contacted.