

Revenue and Taxation Associate

(Job # 2023-062-IE)

Department:	Finance and Information Technology
Status:	Full Time, Permanent
Date Posted:	May 29, 2023
Date Closing:	June 9, 2023, 4:30 p.m.
Number of Positions:	1
Scheduled Hours/Shifts:	35 hours per week – 8:30am – 4:30pm or 9:00am – 5:00pm shifts
Salary:	\$53,027.58 - \$64,516.16
Flexible Working Arrangement:	Unavailable

WHY Stouffville:

Working for the Town of Stouffville means being a part of a tight knit workforce, where we foster a sense of belonging. The Town is dedicated to supporting its employees, by providing competitive compensation, OMERS Pension, employer funded benefits, paid vacation, sick time and EAP to help you prioritize what matters most.

Are you a Revenue & Taxation professional who values mutual respect, effective communication and is looking for a supportive team environment to work together to reach common goals? Then the Revenue and Taxation Associate position is for you! As a subject matter expert with a customer focus, this position works with a variety of stakeholders- from property owners/residents, developers, lawyers and financial institutions as a first point of contact for the Revenue & Taxation team. This position will also allow you to work cross-departmentally with all areas of the Town business such as Public Works, Customer Service and Development Services when assisting residents regarding property tax and water billing accounts. The ideal candidate thrives in a team environment where customer service is top priority- come join our team!

We are committed to being an equal opportunity employer, supportive of 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.

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 **June 9, 2023, at 4:30 p.m.**, identifying **Job # 2023-062-IE** in the subject line to hr@townofws.ca.

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