

Job Title **Supervisor of Taxation, Revenue & Billing**

Salary \$104,267 - \$121,992 (2025)

Reports To Manager, Revenue and Taxation

Department Corporate Services

Location Lindsay, ON

Hours Full-time, 37.5 hrs per week, core hours between 8:00 AM–5:00 PM

Other Combination of general office environment and occasional off-site travel. Attend meetings, conferences and departmental emergency situations, which may be outside of normal business hours.

Position Summary

Under the direction of the Manager, Revenue and Taxation, this position is responsible for the implementation and oversight of specific programs and processes in order to achieve corporate and departmental strategic objectives. Key responsibilities of the position include the effective leadership and direction in the planning, coordination, and management of day-to-day revenue and taxation operations, including financial monitoring, specifically relating to cash and revenue processes, financial reporting, internal control functions and ensuring consistent application of the City's by-laws, policies, and procedures.

Essential Duties

Specific to this role:

- Oversee the administration of property taxation, tax sales, billing and collections, cash handling/receipting and customer service functions related to revenue and taxation in accordance with applicable by-laws, provincial legislation and City policies and directives
- Support the proactive protection and enhancement of the assessment tax base; provide analysis of assessment growth, supplementary taxation and tax incentive/deferral programs
- Assist in the completion of year-end financial statements in relation to revenue and taxation items, annual financial reports, Financial Information Return (FIR) and other reporting requirements

- Administer the review of monthly reconciliation and analysis of cash related general ledger accounts and revenue reports
- Assist in the annual review of fees and charges by-law
- Act as a key software representative and expert within the revenue and tax systems, including co-managing the access matrix, in collaboration with Information Technology
- Lead strategic corporate projects, programs, and special studies, make recommendations, prepare reports and presentations for consideration by management and Council
- Act as a subject matter expert in area of specialty; consult on and contribute to development and delivery of training content, in collaboration with People Services

As a member of the leadership team:

- Demonstrate leadership and coordination in assigning work activities as required, ensuring equipment and resources are sufficient to enable successful completion of assignments
- Support, advise, supervise team members, providing feedback and/or improvement opportunities
- Research, quantify, facilitate and coordinate delivery of training needs to staff
- Manage customer service concerns, investigating, problem solving and responding as appropriate with solutions
- Regularly develop improved methods, procedures, and techniques relating to programs that achieve effective and efficient operations
- Procure services and goods related to areas of responsibility, including the authorization of time off requests, time worked and overtime costs
- Manage stakeholder interactions in the supply and receipt of information, including the analysis and resolution of issues
- Provide data to allow program reporting, decision making and evaluation
- Complete continuous research, analysis of industry trends, and best practices to remain knowledgeable and current in program area of responsibility
- Contribute to the development of annual program needs
- Create and maintain a cohesive team environment to support staff to achieve objectives and program outcomes
- Responsible for the hiring, onboarding, performance management and supervision of staff in a unionized environment, in consultation with People Services
- Administer the terms of the applicable Collective Agreements, corporate policies, directives, expectations, in collaboration with People Services; act as a Supervisor under the *Occupational Health and Safety Act (OHSA)*
- Perform other related duties as assigned

Qualifications

- Post-secondary degree in Business Administration or a related field
- Minimum five (5) years of related progressive experience, preferably in a municipal environment; minimum three (3) years of experience in a supervisory capacity
- Completion of the Municipal Tax Administration Program (MTAP)
- Completion of a recognized accounting designation, or willingness to obtain

- Demonstrated knowledge and understanding of provincial assessment and taxation systems, including all applicable legislation and regulations
- Demonstrated leadership and management skills at a level to ensure successful program and employee performance outcomes and management
- Effective oral communication and strong interpersonal skills; excellent written communication skills; attention to detail, accuracy and follow-through
- Demonstrated customer service skills at a level to develop and maintain cooperative and collaborative working relationships both within and outside the organization
- Demonstrated knowledge and application of financial budget and business planning processes
- Demonstrated time-management skills with the ability to prioritize workloads and meet deadlines with minimal supervision
- Demonstrated ability to exercise discretion and tact while maintaining a high degree of confidentiality at all times, complying with all applicable privacy legislation and policies and procedures
- Demonstrated advanced proficiency in Microsoft Office (i.e. Word, Excel, PowerPoint, etc.) and the ability to learn new technology as it relates to financial software and systems
- Possess and maintain a valid Ontario Class "G" Driver's Licence or the ability to frequently attend work related activities at various sites within the municipalities or at other sites within Ontario
- Possess and maintain the absence of a Criminal Record. Upon a conditional offer of employment, a Criminal Record Check will be required

Applicants must be prepared for skill testing.

Accommodation

Accommodation requests will be reviewed on an individual basis in compliance with Ontario's Human Rights Code (HRC) and the Accessibility for Ontarians with Disabilities Act (AODA) and any other Federal or Provincial legislation.

Interested applicants are encouraged to apply by May 23, 2025 through the Careers page on our website: <https://tre.tbe.taleo.net/tre01/ats/careers/v2/viewRequisition?org=CITYOFKA&cws=37&rid=2666>