



THE CORPORATION OF THE TOWNSHIP OF CENTRE WELLINGTON

**TAXATION ASSOCIATE
PERMANENT, FULL TIME (35 HOURS PER WEEK)**

The Taxation Associate processes tax collection transactions and maintains accurate supporting records. The position is responsible for administering many aspects of the Taxation Levy process, under the direction of the Tax Administrator.

To provide assistance and information to enquiries from ratepayers and the public.

Key Major Responsibilities:

Taxation Administration

- Examines and amends information in applicable tax systems, including ownership changes, mailing addresses, various rebate applications, property tax programs, and mortgage account information.
- Processes Municipal Property Assessment Corporation (MPAC) reports and provides MPAC with current municipal data regarding address and ownership changes.
- Administers the pre-authorized tax payment plans; including reconciliation, set up and maintaining records in the tax database. Advises taxpayers of outcomes.
- Review Tax sub-ledger bi-annually. Prepare requisitions for refunds resulting from tax write-offs, tax credits, rebate programs, small balance write-offs and other miscellaneous reasons.
- Prepare and process new roll and ownership change invoices and adjustments.
- Ensures accurate calculations of penalties, interest and service charges.
- Review all taxation EFT requests and process where appropriate.
- Prepares tax certificates for the Tax Administrator.
- Adjusts for Non-Sufficient Funds (NSF) payments and notifies taxpayer of the return and fee associated.
- Organizes annually arrears listing for properties 3 years in arrears and prepare the documentation for external collection agencies.
- Recommends process improvements to the Tax Administrator.

Taxation Collection

- Coordinates issuing of all tax bills, tax inserts, receipts to meet legislative deadlines.
- Prepares daily bank deposits and delivers to the bank.
- Processes tax and miscellaneous payments daily to balance to deposits and EDI payments received, ensuring accuracy in all transactions.
- Reconciles and processes mortgage company payments.
- Investigate discrepancies in payments with the mortgage company.
- Prepares, reviews and mails tax arrears notices, tax statements and personalized letters indicating any changes to tax accounts or responsibility of payment following legislated protocols.

Customer Service

- Communicates with taxpayers, lawyers, real estate agencies, financial institutions, MPAC, Statistics Canada and businesses through several contact channels such as e-mails, telephone and in person, including the Finance public email folder.
- Facilitates customer service support to customer service staff to prevent situations from escalating when dealing with irate residents, complex issues regarding assessment, tax levying procedures, policy changes including billing process, tax collection and pre-authorized payment plans.
- Assist customer service counter including all duties as required.

Other

- Verify bank deposits for accuracy and deposit funds for Corporate Services, Fire Department, Planning & Development Services and Cemeteries.
- Monitor and maintain adequate supply of envelopes, arrears notices and tax bills.
- Back up to customer service counter and cash receipts posting for Infrastructure Services, Planning & Development Services and Cemeteries.
- Other duties as assigned by the Tax Administrator.

Qualifications and Requirements:

- Post-secondary school degree or diploma from a recognized university or college in accounting, commerce, business or public administration.
- Minimum of 3 years of progressive clerical and customer service experience with municipal tax collection experience.
- Familiarity of property tax law and tax collection.
- Ability to handle high volumes of work with speed, effectiveness and accuracy.
- Good communication skills and superior customer service skills.
- Ability to work comfortably with computer technology.

Annual Salary: \$56,503 - \$66,101

How to Apply: Township of Centre Wellington, 1 MacDonald Square, Elora, ON N0B 1S0
via email to: careers@centrewellington.ca

Deadline to Apply: Tuesday, September 21, 2021 at 4:00 p.m.

Qualified applicants are invited to submit a resume and cover letter in **one document in MS Word or .PDF format**. Please include your ***first name, last name and the position title in the subject line***.

To learn more about the Centre Wellington community and the requirements for this position, please visit the Township's web site at www.centrewellington.ca and search the Job Opportunities link. The successful candidate will be required to provide proof of current and valid certificate(s) and/or educational qualifications.

As the COVID-19 pandemic evolves, we continue to adjust recruitment practices based on the guidance provided by our local Public Health Unit. Assessment of candidates may be via video/remote interviews or physically distanced face to face interviews. We thank all those that apply; however only those candidates selected for an interview will be contacted.

Information gathered relative to this position is done so in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will only be used for candidate selection. Accessibility accommodations are available for all parts of the recruitment process. Applicants must make their needs known in advance.