



EXTERNAL

October 24, 2024

TAX PAYMENT PROGRAM COORDINATOR

Assessment & Taxation Department

(Permanent, full-time; 75 hours bi-weekly)

At the City of Lethbridge (www.lethbridge.ca), we prioritize the strength of our people and embrace agility and innovation in a constantly evolving environment. The City's Assessment & Taxation Department is an environment where customer service, teamwork, and strategic thinking thrive. We are seeking a dedicated and detail-oriented Tax Payment Program Coordinator to oversee and ensure accurate financial management and compliance regarding all property taxation payment plans. Responsibilities will include calculating payment plans, signing agreements, and providing guidance and exceptional customer service to taxpayers. If you thrive in a fast-paced environment and are energized by this type of work, then this is a prime opportunity for you to join our team of professionals and expand your career.

The Opportunity:

As our leading candidate, you will manage the City's property Tax Installment Pre-payment Plan (TIPP) and Tax Arrears Payment Plan (TAPP). Reporting to the Property Tax Manager, you will apply comprehensive knowledge of policies, legislation, and bylaws, ensuring compliance with the Municipal Government Act (MGA), Canadian Payments Act (CPA), and The Freedom of Information and Protection of Privacy Act (FOIP). As our subject matter expert regarding taxation customer accounting policies and procedures, your keen attention to detail and successful communication skills will be essential to confidently provide explanations and advice, under sometimes challenging circumstances.

Key Responsibilities and Additional Tasks:

- Ensure timely and accurate payments of the Tax Installment Pre-payment Plan (TIPP), while resolving discrepancies.
- Manage Tax Arrears Payment Plans (TAPP) to help property owners in arrears avoid tax auctions, ensuring compliance with legislative guidelines.
- Process financial transactions, including penalty adjustments, tax transfers, and Electronic Data Interchange (EDI) payments.
- Review and approve work prepared by the team; approve or obtain approvals according to procedures.
- Monitor, reconcile, and update tax payment accounts and prepare adjusting transactions as needed.
- Assist with Tax Notification, Tax Sale, and Personal Property Registration to ensure legislative requirements.
- Prepare reports on tax account balances, identifying risks of tax auction, and contacting property owners through various means of communication to proceed with calculating a tax arrears payment plan.
- Provide support and guidance to property owners to help them maintain their payment plans and avoid penalties or property loss.
- Reallocate account balances upon subdivision to ensure appropriate allocation of property taxes to the correct tax accounts.
- Collaborate with internal departments, (311 customer service, finance, bylaw, IT) to manage payment systems, ensuring compliance with organizational and legislative requirements.
- Engage with property owners through emails, phone calls, letters, and in-person house visits to explain payment options.

- Train staff regarding system and procedural changes.
- Participate in cross-training and other related duties, as required.

Your professional skillset and experience:

- *Post-secondary coursework or diploma in Business Administration, Accounting, or National Advanced Certificate in Local Government is preferred, complemented by:*
 - *2 to 3 years in administrative roles, entry-level accounting, or related fields, preferably in municipal or financial environments*
 - *Other combinations of education and experience may be considered*
- *Current working knowledge of property taxation procedures, policies, and operations is preferred*
- *Prior experience managing financial payment plans, particularly addressing complex inquiries and preventing property auctions through payment plan facilitation, will be a definite asset*
 - *Supervisory experience would also be considered an asset*
- *In-depth knowledge of the MGA, CPA, and FOIP legislations; and the assessment and taxation legislation, and their interrelationships.*
- *Ability to monitor tax accounts, identify discrepancies, and recommend corrective actions.*
- *Exceptional organizational and time management abilities to handle a substantial workload with minimal room for error.*
- *Exceptional customer service and listening skills, with strong communication abilities across multiple channels (email, phone, in-person).*
- *Mature judgement and political acumen regarding confidentiality and discretion in the disclosure of information*
- *Willingness to conduct house visits and other in-person interactions as needed, demonstrating professionalism and sensitivity during direct communication with property owners.*
- *Proficiency using:*
 - *Microsoft Office applications;*
 - *Familiarity with Tempest, JD Edwards, and GIS applications will be an asset*
- *Ability to maintain sustained attention to detail in checking and recording financial transactions*
- *Successful engagement skills to work with property owners in preventing tax auction, is preferred*
- *Self-motivation and the ability to work independently within a team framework*

***Please note: Short-listed candidates will be required to test for skills.**

WAGE: \$37.10 per hour

(subject to current collective agreement negotiations)

The City of Lethbridge also offers an attractive and flexible benefits package.

For further information on this opportunity, please contact:

Kerry Boogaart, Property Tax Manager, at (403) 320-3833 or Kerry.Boogaart@lethbridge.ca

Qualified candidates are invited to submit their resume with cover letter, online at: www.lethbridge.ca

Closing Date: Thursday, November 18, 2024, at 11:59 p.m.

All candidates are thanked in advance for their interest. Only individuals selected for interviews will be contacted.

Lethbridge is southwestern Alberta's largest community, close to the Rocky Mountains and strategically located two hours south of Calgary. We are home to just over 101,000 residents and two major post-secondary institutions -- the University of Lethbridge and Lethbridge College. The City proudly acknowledges that we are located at the heart of Siksikaitstapi (Blackfoot) Territory, home of Kainai, Piikani, Siksika and Amskapi Piikani (Montana, USA) First Nations. Lethbridge is also home to the Otipemisiwak Métis Government of the Métis Nation within Alberta District 1 (Foothills Métis District). The City recognizes the diversity of our community and is working to ensure programs, services, facilities, and employment opportunities are inclusive to all people.