



OPERATIONS SUPERVISOR – REVENUE & COLLECTIONS

Revenue & Assessment Services

Red Deer is Alberta's third largest city, a growing city built on entrepreneurialism, innovation and community spirit that drives who we are and what we do. We, as a city, are served by an innovative government, inspired by the people and businesses that live here, and filled with vibrant places and spaces for people to connect and community to thrive. Located halfway between Calgary and Edmonton, Red Deer an active city rooted in an expansive park and is young and vibrant with a median age of under 35 years. With a diverse and resilient educated workforce, strong average family income, and ideal geographic location, Red Deer is a highly desirable place to live and do business and continues to grow.

The Opportunity:

The City is seeking a highly motivated **Operations Supervisor – Revenue & Collections** to lead the **Accounts Receivable, Utility Billing, and Payment** sections within our **Revenue and Collections** department. This is a key **accounting position** responsible for overseeing the financial operations of over \$90 million in billings and \$200 million in payments. The ideal candidate will manage critical accounting functions, including customer support, credit and collections, and cash handling, ensuring compliance, security, and efficiency.

Key Responsibilities:

- Lead and supervise essential accounting functions, ensuring accurate financial reporting, compliance, and internal controls.
- Oversee the management of accounts receivable, utility billing, and payment transactions.
- Provide functional direction to the team, prioritize tasks, and resolve customer issues with professionalism and diplomacy.
- Collaborate with internal and external stakeholders to achieve corporate goals and build positive relationships.

As our preferred candidate, you will have:

Education and Experience

- Professional accounting designation (CPA), with training in leadership development
- Five years' progressively more responsible accounting experience
- Three years' supervisory experience
- Superior interpersonal, teamwork, leadership, relationship building and flexibility skills
- A demonstrated ability to resolve complex and difficult situations
- Experience with legislation, regulations and standards such as MGA, PSAB and GAAP/IFRS
- System implementation experience
- Project management experience
- Exposure municipal accounting environments
- Strong interpersonal skills
- Above average written and verbal communication skills

Competencies

- Effective supervisory skills enabling the ability to plan, direct, lead, coach and mentor staff.
- Maintains confidentiality in handling sensitive information.
- Demonstrated knowledge of current computer technology and systems.
- Knowledge of internal security and control principles and practices.
- Able to clearly define issues and implement processes to achieve collaborative resolutions.
- Demonstrates effective listening skills, using information to support recommendations and decisions.
- Creates and maintains a safe workplace.
- Displays leadership and actively participates in building a respectful workplace environment.

Specific Demands of the Job

- Ability to address conflict and potentially volatile situations with external customers
- Ability to clarify and negotiate group consensus in situations of varied understanding and opinion
- Able to manage responsibilities and set priorities using sound judgement and informed discretion

What we offer:

- Competitive wages of \$43.53 to \$54.41 per hour (\$85,202 to \$106,502 per annum)
- Excellent **benefits package, pension plans, spending accounts and professional development opportunities** to support your growth in the accounting field.
- Options to benefit from **hybrid work arrangements**, allowing for better work-life integration while maintaining high standards in accounting operations.
- We are committed to a healthy, vibrant, and sustainable community. Our employees are the cornerstone of our organization and working with us will provide you with **work-life balance, career growth and job stability**.
- The opportunity to work in an ever-growing environment and to work with an awesome group of people.

Follow the link for additional information - <https://www.reddeer.ca/careers/what-we-offer/>

Hours of Work:

75 hours biweekly; Monday to Friday, overtime on evenings and/or weekends may be required when needed.



We welcome applications until January 1, 2025 or until a suitable candidate is found.

For a detailed job description and to apply, please visit our website at www.reddeer.ca/careers

Applicants not contacted are thanked for their interest.