



Career Opportunities

Revenue Supervisor

📅 Posted 14-Mar-2025 (PST) | 📁 Revenue & Collections | 💰 \$ 99387-116926 per year | 🏠 Salary | 🕒 Full-time Permanent | 🏠 Exempt

🏠 Competitive wages, benefit and pension package. Opportunities for career development and professional advancement, including financial support for professional development. A diverse, inclusive and supportive workplace. Wellness incentives, Earned Time Off Program, flexible work environments, and Federal and BC statutory holidays.

Penticton is a vibrant, innovative, healthy waterfront city focused on sustainability, community, and economic opportunity. At the City of Penticton, our goal is to serve our residents, businesses, and visitors through good governance, partnership, and the delivery of effective and community-focused services.

The City of Penticton is looking to fill the position of **Revenue Supervisor** in the Revenue & Collections department. The Revenue & Collections department is responsible for billing and collecting a variety of service fees and taxes. These include fees for the City's electricity, water and sewage as well as property taxes. This department also provides collection services on behalf of a number of external organizations as their taxes are included in our property tax notices. Are you passionate about billing, collections, and customer service? Do you believe in providing excellent customer service and accurate, transparent, and accessible billing? Do you love working with a team who strives to provide friendly and professional service to our citizens? If you answered yes to these questions, we are looking for you!

Reporting to the Manager of Finance, the **Revenue Supervisor** is responsible for the supervision, collection, and administration of property taxes, special assessments, and Water, Sewer, and Electric utility fees. This position is also responsible for managing department staff, responding to customer queries and the collection of various other revenues such as: business licenses, traffic tickets, dog licenses, etc. This position has the responsibility for the receipting and proper processing of varied types of funds received by the City through multiple channels, administering and executing both the annual tax sale and permissive tax exemptions.

Key Responsibilities:

- Manage the accounting, billing, and collection of 20,000+ utility accounts on a monthly basis.
- Manage the accounting, billing, and collection of 16,000+ property tax accounts annually.
- Manage the collection of various other revenues such as business licenses, traffic tickets, MTI's (municipal tickets), dog licenses, etc.
- Monitors and evaluates customer service satisfaction, develops new or modifies existing processes and procedures to provide streamlined customer service.
- Responsible for development of the annual general municipal and regional district property tax rates, and development of the annual Property Tax Rates bylaw.
- Responsible for the annual municipal tax sale.
- Responsible for the administration and reporting of the City's permissive tax exemption program, and development of the annual Permissive Tax Exemptions bylaw.
- Acts as the subject matter expert for the City's billing related software systems.

Required Knowledge, Abilities & Skills:

- Proven ability to work successfully in a demanding, fast-paced and often unstructured environment.
- Proven ability to exercise courtesy, tact and diplomacy in the exchange of information with customers, City staff and other contacts including, in particular, in difficult high-stress situations.
- Advanced computer skills in a Windows environment and a proven track record of being able to learn new applications quickly and resolve often complex interfacing issues.
- Excellent oral and written communication skills.

Education, Training & Experience:

- Bachelor's Degree in Accounting or Business or a professional accounting designation (CPA) with a minimum of 5 years of finance experience.
- Supervisory experience is required (an asset if in a unionized environment).
- Experience in a collections environment in a municipal or equivalent setting is preferred.

At the City of Penticton, we recognize that great talent and great ideas come from a variety of backgrounds. Tapping into the diversity of our community makes us all stronger and allows us to serve Penticton even better.

That's why we welcome all applicants to consider joining our team. We encourage Indigenous persons, people of colour, all genders and expressions, 2SLGBT2QIA+, persons living with disabilities, and others who reflect our ever-changing workplace to apply.

So, if your experience is close to what we're looking for, we would love a chance to talk about working with you. We welcome your cover letter and resume by **March 30, 2025**.

If you require any accommodations during the recruitment process, please contact HR@pentiction.ca, (<mailto:HR@pentiction.ca>), we'd be happy to hear from you!

The noted compensation range is the span between the minimum and maximum salary for a position. In the normal course, employees will be hired, transferred or promoted between the minimum and approximately halfway of the salary range for a job with consideration given to internal equity.