



... a great place to live, work & play

One of the sunniest regions in BC's Lower Mainland, Delta embraces three unique communities - Ladner, North Delta and Tsawwassen. The City of Delta is looking for dedicated individuals to join our team and share in our commitment to lead the way in public service excellence.

PAYMENT SERVICES MANAGER

The City of Delta currently has a great opportunity to join our experienced Finance team as the Payment Services Manager. Reporting to the Manager, Revenue Services, the Payment Services Manager is responsible for the billing and collection of property taxes, utilities and other charges. The incumbent has managerial responsibility for the day-to-day operations of the Taxation Office consisting of 8-12 regular full time and auxiliary staff, including exercising significant responsibility for the management of labour relations in a unionized environment. This position requires a versatile and experienced professional with strong leadership, people-management, and labour relations expertise, combined with a progressive related financial accounting background.

Key Responsibilities:

- Ensuring smooth and efficient day to day operations of the Taxation Office activities, including overseeing all aspects of customer service.
- Implementation and improvement of policies, standards and business processes and systems to ensure accurate and timely billing and the collection of taxes and utilities.
- Ensures compliance with all applicable legislation and bylaws.
- Monitors and evaluates customer service satisfaction, develops new or modifies existing processes and procedures to provide streamlined customer service.
- Works with other departments on City projects to ensure integration to Finance systems.
- Responsible for hiring, onboarding, training and developing staff.
- Leads and manages labour relations activities, including performance management, attendance management, discipline, investigation of workplace issues, and grievance response, in consultation with Human Resources
- Ensures the revenue accounting for taxes and utilities are timely and accurate and reviews and approves reconciliations to subledgers to general ledger accounts at minimum on a quarterly basis and year end working papers.
- Responsible for performance management, attendance management, labour relations, and the interpretation and application of collective agreements, City policies, and procedures, while working closely with Human Resources and senior leadership.

Required Knowledge, Abilities & Skills:

- Proven ability to work successfully in a demanding, fast-paced environment.
- Proven ability to exercise courtesy, tact and diplomacy in the exchange of information with customers, City staff and other contacts, 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.
- Ability to perform complex business and technical analysis and to present them concisely and professionally.

Education, Training & Experience:

- A professional accounting designation (CPA) combined with a university degree.
- A minimum of 5 years of progressive related financial accounting and supervisory experience (within a public sector or union environment would be an asset).
- Experience with Tempest Software systems and Financial ERP systems, such as PeopleSoft would be an asset.

- Strong analytical and interpersonal skills, with the ability to manage multiple priorities.
- Ability to effectively build relationships with various internal departments.

The City of Delta provides a competitive salary (\$108,602-129,512) annually and a comprehensive benefits package, including a Defined Benefit Pension Plan with Special Agreement option (Municipal Pension Plan), along with an earned-days-off-system. Interested applicants are requested to apply online at www.delta.ca/employment, to competition number **#26-72 EX** by February 22, 2026.

At the City of Delta, we are committed to recruiting and retaining a diverse workforce that is representative of our community, providing equal opportunity, and fostering an inclusive workplace where our individual differences are recognized, valued, and celebrated.

We thank all applicants for their interest; only those under consideration will be contacted. Copies of relevant professional certificates, degrees, or tickets must be submitted with your application. Preferred candidates will be required to submit a Police Information Check.

City of Delta
Attention: Human Resources
4500 Clarence Taylor Crescent, Delta, BC V4K 3E2
www.delta.ca/employment

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