



Supervisor of Customer Service/Tax Collector

Employment Type: Full Time (35-hour work week)

Position Type: Replacement (15-month contract)

Salary: \$85,358 – \$101,920 (2026)

The City of Brockville is seeking an experienced and motivated Supervisor of Customer Service/Tax Collector to join our Finance team for an 15-month maternity leave contract. Reporting to the Director of Finance and IT Services, this position plays a key leadership role in overseeing the day-to-day operations of the Customer Service Office and managing all aspects of municipal property taxation, billing, assessments, and revenue collection.

This is an excellent opportunity for an individual with strong financial, taxation, and supervisor experience who thrives in a high-transaction environment and is committed to exceptional customer service.

Key Responsibilities:

- Oversee customer service, cash receipts, water billing, and intake of applications and forms.
- Provide daily leadership, coaching, and performance management to Customer Service staff.
- Perform all statutory duties related to property taxation, including billing, collections, tax rolls, and assessment operations.
- Calculate annual tax rates and analyze assessment growth, supplementary taxation, and tax incentive/deferral programs.
- Oversee collection, recording, balancing, and reporting of all City revenues in compliance with cash handling procedures.
- Coordinate collection procedures for delinquent tax accounts and water arrears.
- Prepare variance reports, year-end working papers, reconciliations and financial information return components.

Qualifications:

- Three-year college diploma in Accounting, Finance, Business Administration, or a combination of education and relevant experience.
- Minimum of three years of municipal financial experience related to property taxes and revenue.
- Strong knowledge of:
 - Financial, accounting, and auditing principles.
 - Municipal property taxation
 - Municipal utility billing and collection.
 - Applicable legislation and regulatory standards
- Strong written and verbal communication skills, including the ability to present complex financial information clearly.

- Advanced proficiency in Microsoft Office and financial management systems.
- Demonstrated ability to work independently with a high degree of accuracy.
- Proven ability to manage challenging customer interactions.
- Strong leadership, organizational and interpersonal skills.

Work Environment

- Office-based role with occasional tight deadlines
- Fast-paced, high-transaction environment requiring strong attention to detail and prioritization skills.

How to Apply

Interested candidates are invited to submit a resume and cover letter no later than Tuesday, February 17th, 2026, at 4:00 p.m.

Apply online at: <https://brockville.com/city-services/careers>

We thank all applicants for their interest; only those selected for an interview will be contacted.

Our Commitment to Diversity

The City of Brockville is an equal opportunity employer committed to fostering a diverse and inclusive workplace. We welcome applications from all qualified individuals, including women, Indigenous peoples, persons with disabilities, and members of visible minorities. Accommodations are available upon request during the recruitment process.