

# Job opportunity

The Corporation of the Town of Orangeville invites applications for the position of

## Finance and Revenue Assistant

### Corporate Services department

(One-year contract position, 35 hours per week)

Located on the north-west edge of the Greater Toronto Area, less than one hour's drive from Toronto and just moments away from the natural beauty of the Niagara Escarpment, the Town of Orangeville (Town) offers an excellent combination of location, small-town charm and urban amenities. Situated in the picturesque natural setting of the Hills of Headwaters, Orangeville is home to over 30,000 residents and is the largest urban community and regional service centre within Dufferin County.

Orangeville is a great place to raise a family, with an excellent quality of life and a strong sense of community. The Town is committed to a values-based, thriving and collaborative work environment that supports our employees' success. Our values of respect, integrity, team and excellence (RITE) aren't just words—they're what we live by every day. They guide how we work together, do what is "RITE", make decisions and support each other. These values form the foundation of our workplace culture, helping us grow stronger as a team and better serve our community. Our employees are passionate about delivering high-quality programs and services to our residents and are proud to contribute to making Orangeville one of the exceptional places to live in Canada.

### Position description

The Corporate Services Department has a contract opportunity available for a Customer Service Representative. **This is expected to be a one-year contract position starting in April 2026.** Reporting to the Supervisor, Revenue Services, this position is a pivotal linkage between ratepayers and the various divisions within the Town and is responsible for responding to general tax and information queries. In addition, this position is responsible for the accounting of all tax cheques returned from the bank, payments received through the inter-bank exchange program and bank telephone payments and administering cheques returned for amendment.

### Job duties

- Ensuring accurate and comprehensive first contact resolutions; screening and documenting customer-related issues; and engaging with divisions as required.
- Inputting data in various forms, utilizing various systems and ensuring legislative requirements are followed; producing relevant reports within specific timelines; and providing documentation for revenue inquiries, such as Tax Certificates and tax bill reprints.

- Collecting and processing municipal revenue from property taxes, parking tickets, building permits, licences, and other general revenue; and balancing and preparing deposits and electronic payments.
- Investigating discrepancies with information received or currently on file.
- Composing Standard Operating Procedures.
- Assisting with training of new staff.
- Other duties as assigned.

## Qualifications

- Secondary School Diploma or equivalent, and post-secondary courses in Business Administration.
- Minimum of one (1) year of work experience in a customer service environment.
- Completion of a Municipal Tax Administration course is an asset.
- Ability to manage multiple tasks, balance multiple demands and address tight timelines with frequent interruptions.
- An understanding of municipal structure, processes, and policies is an asset.
- Computer proficiency in a Windows environment utilizing Microsoft Office.
- Working knowledge of Microsoft Dynamics GP, Diamond software and Customer Relations Management software is an asset.

**Salary range:** \$58,863.17 to \$68,861.52, band 6 on the Town's 2026 pay grid plus a contract benefits package

Qualified candidates are invited to apply no later than 4 p.m. on **March 9, 2026**. Applications may be submitted online, at [orangeville.ca/jobs](http://orangeville.ca/jobs) or in person at Town Hall on 87 Broadway, addressed to Human Resources. Please do not email your application. Please note that only those who are selected for an interview will be contacted by Human Resources.

To select the best candidates to serve the Town and its people, several screening tools, including police record checks, may be required as part of the hiring process for certain employment or volunteer positions. When requested, applicants are required to provide a police record check as a condition of their offer of employment. Police record checks must be dated within three (3) months of the employment offer to be considered valid. The specific type of police record check required will be indicated in the job posting qualifications.

The Town is an equal opportunity employer. Accommodations are available for all parts of the recruitment process, and applicants are asked to make their needs known in advance. By submitting your personal information to the Town, you consent to the collection, use and disclosure of that information in connection with our recruitment,

hiring and/or employment processes. Personal information on this form is collected under the authority of the Municipal Act, 2001, S.O. 2001, c.25, as amended, and will be used to determine the qualifications for employment with the Town. Questions about this collection should be directed to the manager, Human Resources at 87 Broadway, Orangeville, Ontario L9W 1K1.

The Town recruitment software has applicant tracking capabilities, including the use of artificial intelligence (AI) to assess applications.

### **Questions about this posting?**

Human Resources, Town of Orangeville

Email: [hr@orangeville.ca](mailto:hr@orangeville.ca)

Phone: 519-941-0440 ext. 7304