



Revenue Supervisor

Job No: 26052 Location: Penticton

[Role Overview](#) [Application Form](#)

About the City of Penticton

Penticton is a vibrant, innovative waterfront city known for its commitment to sustainability, community well-being, and economic opportunity. With a strong focus on good governance, collaboration, and service excellence, the City is dedicated to enhancing the quality of life for residents, businesses, and visitors alike. As one of the most active development regions in British Columbia, Penticton features a diverse mix of large-scale and complex construction projects.

Penticton has been recognized as one of Canada's most livable cities, according to latest rankings by The Globe and Mail, ranked as the eighth most livable medium-sized city in Canada. Nationally, Penticton earned high marks for access to amenities (11th in Canada), #11 for midlife transitions and #11 for retirement, as well as #13 for young professionals. Penticton also placed within the top 20 in the categories of raising kids (#19), contributing to an overall ranking of 35th across Canada. Rooted in agriculture and surrounded by natural beauty, Penticton is known for its orchards, wineries, and craft breweries—making it one of Canada's top wine destinations. More than 100 years since its incorporation, Penticton continues to grow as a place to live, work, and play.

For more information, please visit our website at [penticton.ca/](https://www.penticton.ca/) (<https://www.penticton.ca/>).

For more information about life in Penticton, please visit [visitpenticton.com/](https://www.visitpenticton.com/) (<https://www.visitpenticton.com/>).

About the Opportunity

The City of Penticton is looking for a **permanent full-time Revenue Supervisor** based in **Penticton, B.C.**

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!

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.

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, 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.

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.

Required 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.
- Experience providing customer support, handling financial documentation, and resolving client concerns.

About the Benefits

Compensation based on skills and experience is an **salary range of \$101,573 - \$122,214**, along with a host of excellent benefits including:

- Extended health, dental, and vision coverage
- Relocation assistance
- 3 weeks of vacation starting on day one
- 2 weeks of paid sick leave annually
- Municipal pension plan
- \$2,000 in annual mental health benefits
- Up to \$200 in annual fitness rebates
- Free community recreation pass (swimming, fitness, etc.)
- Support for professional development, including yearly conference budget
- Free on-site parking
- Draws for tickets to local concerts, hockey games, and employee appreciation events
- Wellness initiatives and team-building activities
- A picturesque waterfront location with access to world-class outdoor recreation and a progressive, community-oriented work culture

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. If you require any accommodations during the recruitment process, please let us know, we'd be happy to support 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.

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 **June 17, 2026**.

We thank all applicants for their interest, however, only those selected for further consideration will be contacted.

This position is only open to those legally entitled to work in Canada.

APPLY NOW