



Guelph/Eramosa
Township

TOWNSHIP OF GUELPH/ERAMOSA

DEPARTMENT:

Finance

TITLE OF POSITION:

Tax Clerk

1. **JOB SUMMARY:**

To greet and respond to telephone and counter inquiries regarding property tax matters and to assist in all aspects of the tax collection process.

2. **STATUS:**

Regular Full-Time

3. **HOURS:**

Monday to Friday - 35 Hours

4. **IMMEDIATE SUPERVISOR:**

Director of Finance.

5. **TITLES OF POSITIONS REPORTING TO THIS POSITION:**

None.

6. **RESPONSIBILITIES:**

- a) Provide customer service including telephone and counter inquiries relating to property tax matters;
- b) Process daily payments into the Keystone Property Taxation System;
- c) Responsible for the reconciliation of receipts, daily cash and preparation of bank deposits;
- d) Maintain pre-authorization payment plans for property taxes;
- e) Maintain and update mortgage company records;
- f) Prepare tax certificates;
- g) Assist in collection and administration of tax arrears;
- h) Maintain assessment rolls, including name and address changes;
- i) Prepare and issue Township Welcome packages to new owners;
- j) Daily banking and mail pick up, as required;
- k) Filing correspondence in Property Roll Files;
- l) Supports the Finance Assistant as back up for accounts payable;
- m) Support reception and general customer service enquiries;
- n) Open and close reception area;



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- o) Support and assist Finance Department as required, including general customer service and other related tasks or responsibilities as may be assigned.

7. **EQUIPMENT, MACHINES AND TOOLS USED:**

Multi-line telephone, voice mail system, postage machine, computer, printer, fax machine, calculator and photocopier.

8. **JOB REQUIREMENTS:**

Skills:

- a) Strong computer skills with a good working knowledge of Microsoft Word, Keystone, Excel, Outlook;
- b) Ability to communicate accurately and effectively both orally and in writing.
- c) Possess excellent customer service skills;
- d) Ability to work independently and as part of a team;
- f) Ability to prioritize workload to meet multiple demands and deadlines with minimal supervision;
- g) Possess excellent time management skills.

Qualifications:

- a) Post secondary education in Finance and Accounting or related discipline or an equivalent combination of education and experience;
- b) Completion of or enrolment in the Municipal Tax Administration program (MTAP);
- c) Previous municipal property tax experience;
- d) Valid driver's license and access to a vehicle.

Approved by:

By: _____ **On:** _____
Clerk/CAO

Revised: December 2016