



Township of Essa Job Description

Position Title: Tax Clerk/Cashier May 2020

Reports to:	Deputy-Treasurer	Last Revision Date:	May 2020
Department:	Treasury	Supervise staff or assign work (lead hand) or no HR responsibility?	No supervisory responsibilities
Location:	Municipal Office	List all positions directly supervised:	None
Standard weekly hours per employment agreement:	35	List of all position indirectly supervised:	None
Position Status (FT, PT, Seasonal, Student, Contract, Volunteer)	Full time	Pay Band #:	
Pay Method: (Salary or Hourly)	Salary	On Call (Yes reference to details)	No
Overtime (Eligible? Weekly Threshold?):	Unpaid, 1.5 hours off for each hour worked in excess of regular hours	Eligible for all staff group benefits? (yes/no)	Yes
		If eligible for some describe which:	
		Eligible for OMERS? (yes/no)	Yes

Scope (Purpose) of Position:

The Tax Clerk/Cashier is responsible for general accounting and data entry services related to the processing and documentation of the property tax database and municipal cash receipts.

Important Responsibilities Common to all positions (Leave as is, do not add.)

- Have a good understanding of standard Township operating procedures.
- Be familiar and comply with the provisions of the *Occupational Health and Safety Act* and its regulations, and the Township's Health and Safety Policies and Procedures.
- Take every possible precaution to protect themselves and fellow workers from health and safety hazards and unsafe situations.
- Report unsafe acts or conditions to their supervisor or the Health and Safety Committee Representative.
- Report any occupational injury or illness immediately to their supervisor.
- Use personal protective equipment where required.
- Demonstrate team work and a strong sense of customer service.
- Perform other duties as assigned.



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Key Result Areas (specific to position)	Duties (specific to each Key Results Area) (If list of tasks appropriate refer & attach)	Success Indicators (Key Performance Indicators)
<p>Customer service</p>	<ul style="list-style-type: none"> • Provides first level customer support for incoming inquiries via telephone and email. • Assists customers at the front counter regarding property issues which the cashier is unable to resolve/or when the cashier is unavailable. • Provides statements of property tax accounts as requested from property owners and other interested parties. • Prepares and processes tax certificates for lawyers and general requests for properties changing ownership or mortgage changes. 	<ul style="list-style-type: none"> • Completion of requested information in timely manner for closing dates, information to be accurate without error and service to be professional and polite
<p>Database management</p>	<ul style="list-style-type: none"> • Reviews and maintains accurate updates on the property and customer database including property ownership changes, address changes and newly created properties as well as maintaining filing system. • Assists in creating temporary pseudo roll numbers in Great Plains software to ensure new property identifiers in Township Property System (MOAR) software for developments issuing building permits. • Updates mortgage company listing to add and remove tax accounts that mortgage companies are responsible for paying the property taxes on behalf of the owner. • Sends mortgage companies property tax installment amounts payable for the property tax accounts they are responsible for paying. • Processes payments received from the mortgage companies. 	<ul style="list-style-type: none"> • Accurate database • Enables production of tax notices for interim and final billings for completion of sorting and mailing with few returned by mail • Building Dept able to record building permits issued during development stage prior to MPAC issuing property roll numbers • Streamlining of records as new properties/buildings develop and with the lag in MPAC data received



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Payments, cash and cheques	<ul style="list-style-type: none"> • Processes tax, utility, recreation, building/planning, tax certificates and miscellaneous cash receipts. • Balances and prepares daily cash receipt deposits. • Marks deposit entries in the system for Bank Reconciliation. • Maintains and processes post-dated cheques for tax payments. • Receives pre-authorized payment plan forms from property owners; maintains database and files. 	<ul style="list-style-type: none"> • Accurate history database • Accurate withdrawal of pre-authorized payment plan from financial institutions
Month-end Property Tax Processing in the absence of the Tax Collector	<ul style="list-style-type: none"> • Calculation of penalty and interest for property tax arrears. • Reconciling the property tax sub-ledger to the general ledger. • Send notices on outstanding balances in the absence of the Tax Collector. 	<ul style="list-style-type: none"> • Accurate history database to allow for good collections
Other details of the position		
<p>1. Describe the type of problems this position may have to solve. Issues in balancing the cash receipts and trouble-shooting for causes to assist with correction. Payments reported not recorded/received and required to track. Inaccurate data/ownership requires the position to request proof of ownership, i.e. 'deed' to property.</p>		
<p>2. Describe the type of decisions this position may have to make. Actions to balance cash receipts. Applying payment not recorded as per documentation and/or requesting adjustment to be completed by Tax Collector. Correct inaccurate ownership change and/or notify property owner of situation.</p>		
<p>3. List the non-supervisory business relationships that come with the position. General public. Lawyers' requests for tax certificates on sales/transfer, etc. Mortgage company/financial representatives to direct payments. MPAC representatives concerning property roll numbers and value. Internal staff to provide proof of payment or information.</p>		
<p>4. Any responsibility for material resources required by the position? If so list. General office equipment, adding machine, accounting software.</p>		
<p>5. Any responsibility for information resources required by the position? If so list. Responsible for computer workstation and entering data.</p>		
<p>6. What is the spending limit for purchases of the position? None.</p>		
<p>7. Any budget involvement? If so explain None.</p>		



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Expected Behaviours of the position (same for all positions)				
	Requirement for Position			
	Not Required	Basic Level	Intermediate Level	Advanced Level
1. Communication				
(a) Written communications		X		
(b) Oral communications one-on-one or in small groups		X		
(c) Large group presentation	X			
(d) Positive demeanor				X
(e) Negotiation/Mediation	X			
2. Stakeholder Contact				
(a) Knowledge of the services provided			X	
(b) Professional manner in dealing with stakeholders			X	
(c) Customer focused orientation (can do)			X	
(d) Build strong relationships			X	
(e) Continually improve service			X	
3. Leadership				
(a) Develop a business or strategic plan (planning)	X			
(b) Convince others to buy into our vision or a change	X			
(c) Translate the strategy & plan into action & results	X			
(d) Flexible & adaptive (open to new ideas)		X		
(e) Innovate	X			
(f) Think critically – Think independently			X	
(g) Tolerant (diversity)		X		
(h) Empathy		X		
(i) Confidence		X		
(j) Active listening			X	
4. Supervisory				
(a) Coach & mentor	X			
(b) Empower & delegate	X			



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(c) Manage job performance (give continuous corrective feedback)	X			
(d) Discipline and tough decisions as appropriate	X			
(e) Manage succession planning	X			
(f) Create and manage personal development plans for reports	X			
5. Teamwork				
(a) Work effectively with team members who have a variety of skill levels		X		
(b) Build & sustain internal relationships			X	
(c) Champion collaboration within the team			X	
(d) Accept all feedback (superiors, pers & subordinates)			X	
(e) Respect authority			X	
(f) Resolve conflict & difficult people		X		
6. Working Skills				
(a) Manage workload and meet deadlines (time management)		X		
(b) Deliver results (work ethic)			X	
(c) Manage stress		X		
(d) Manage quality of own work (attention to detail)			X	
(e) Ethics & integrity		X		
(f) Autonomy (independent action)		X		
(g) Creativity (originality and independent thinking)		X		
(h) Organization including project management		X		

Qualifications

Formal Education & Training:

2 year College Diploma in Business or equivalent and good knowledge of bookkeeping procedures.

Required in house training:

Great Plains software, Excel spreadsheet/database management.

Work Experience:

1 year accounting or business experience or retail, computer knowledge, debit/credit card machine, printer, electronic calculator, postage machine, folding machine, telephone, facsimile, shredder and miscellaneous office equipment.



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Specific Technical & Sector Skills required:

Physical Skill & Effort and Working Conditions

Manual dexterity to operate a computer and other office equipment as necessary. Low risk of injury: sitting at a desk, eye strain a possibility.

Mental Skill & Effort and Working Conditions

Interruptions by public by phone and in person on a continual basis. Contact with the public can include conflict and verbal abuse.
Minimal effort and judgement as processes are established but attention to detail is important.

SIGNATURES / APPROVALS	Date	Signature
Incumbent:		
Department Head:		
Chief Administrative Officer:		