



## **JOB DESCRIPTION**

**TITLE:                   MANAGER, REVENUE SERVICES**

**DEPARTMENT:        Finance**

**Position Last Evaluated: Feb 2015**  
**Job Desc. Last Updated: Feb 2025**

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### **GENERAL ACCOUNTABILITY**

Reporting to the Director, Finance, the Manager, Revenue Services is responsible for direction and control of the Revenue Services section and the execution of special projects.

The Manager, Revenue Services is accountable for the statutory responsibilities of the City Collector as prescribed by the Municipal Act and City bylaws. The incumbent exercises considerable independent judgment and action in their daily work and only matters of major impact are referred to the Director, Finance.

### **NATURE AND SCOPE OF WORK**

Through the Assistant Manager, Revenue Services plans, organizes, coordinates and directs all services and programs provided by the Revenue Services section, including the billing of property taxes, user rates and collection of various City revenues, the maintenance of property records relating to tax levies, assessments, ownership, and legal descriptions, collection and payover of grants-in-lieu of taxes and other agency levies, the preparation of tax rolls and local improvements and the financial and record management requirements for the City cemetery operations.

In conjunction with the Assistant Manager, Revenue Services is responsible for the selection and appointment of staff, employee evaluations, recommending promotions, disciplinary action, and training requests.

Advises and guides Assistant Manager, Revenue Services to seek resolutions on difficult labour relations, administrative, or technical issues.

**NATURE AND SCOPE OF WORK cont.**

Oversees and participates in complex projects, including policy and bylaw development and review, detailed financial analysis, and special projects as directed. These projects may be of a politically sensitive nature.

Works closely with staff to enhance service delivery from the City of Nanaimo Finance Department through process improvements and the delivery of timely financial support and advice.

Deals with complex property tax and related billing inquires and resolves disputes with customers that have been elevated from the Assistant Manager, Revenue Services.

Performs the duties and responsibilities of City Collector as prescribed by statute, bylaw or resolution of Council.

Conducts the annual tax sale and ensures all tax sale statute requirements are adhered to.

Provides advice on Permissive Tax Exemptions.

Conducts strategic data analysis, research, and modeling for senior leadership and Council.

Drafts, reviews, develops and implements financial policies and procedures to enhance the efficiency of the department.

Interprets pertinent bylaws, statutes, and regulations, and provides recommendations to ensure all local government and legislated requirements are adhered to.

Supports implementation, updates, changes or enhancements to the City's financial and ERP systems. Tests and evaluates software used by the City. Liaises with IT and software vendors. Determines requirements and specifications for new software applications.

Ensures high quality customer service is provided to external and internal stakeholders.

Attends meetings of Council, Committees of Council and associated bodies at the request of the Director, Finance and provides advise as required.

In cooperation with other department managers, is responsible for the efficient operation of the City's Service Centre through the establishment, delivery, and monitoring of "one stop" service to the public.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Thorough knowledge of financial and accounting principles, practices, and procedures specifically related to local government.

Thorough knowledge of the statutes, regulations, and bylaws that relate to the duties of this position, including, the *Community Charter, Local Government Act, Income Tax Act, North West Partnership Trade Agreement, Free Trade Agreement Canada, Assessment Act, Manufactured Home Act, Manufactured Home Tax Act, Employment Standards.*

Thorough knowledge of municipal computer programs and ERP (Enterprise Resource Planning) computer applications.

Ability to interpret legislation, regulations, and municipal bylaws and to draft new bylaws and amendments for consideration by Council.

Ability to interpret, report, and provide advice and guidance to senior management and Council on a variety of accounting and financial management matters, ability to produce clear and concise financial statements and reports, including recommendations.

Ability to exercise considerable personal initiative and independence of judgment in the performance of duties and in the attainment of performance and management objectives.

Ability to use discretion and political acumen in communicating on politically sensitive matters.

Ability to meet and deal tactfully, efficiently, and effectively with government, business, other officials and the general public.

Ability to establish and maintain effective working relationships with a wide variety of internal and external contacts.

Ability to exercise considerable initiative and independence of judgment in the performance of duties and in the attainment of performance and management objectives.

Ability to communicate effectively, verbally and in writing.

Ability to plan, organize, manage, direct, and monitor programs, services, and personnel.

**MINIMUM TRAINING AND EXPERIENCE REQUIRED**

Completion of a recognized British Columbia Professional Accounting Designation (CPA) and 5 years' related experience including proven management supervisory experience in municipal government and experience in the collection of municipal taxes and process improvements.

**MINIMUM TRAINING AND EXPERIENCE REQUIRED cont.**

An equivalent combination of education and experience may be considered.

**REQUIRED LICENCES, CERTIFICATES, AND REGISTRATIONS**

Satisfactory Criminal Record Check.

Possession of a valid Class 5 BC Driver's Licence.

**GENERAL STANDARDS**

Managers and supervisors shall ensure the health and safety of their employees by demonstrating support and participation in all aspects of the Occupational Health & Safety (OH&S) Program, communicating hazards and expectations of safety, maintaining safe work areas, and assigning work to trained persons.

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health & Safety (OH&S) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes in maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City policies and objectives.