

CLERK - TAX

Revenue Collection Section

DEFINITION

Under the general supervision of the Supervisor – Revenue Collection, performs routine keyboarding and clerical work in the Revenue Collection Division. Considerable contact with the public is required. The primary responsibilities are the performance of detailed assignments in accordance with well-established work methods and procedures and responding to enquiries from the public, legal firms and lending institutions. The clerical work ordinarily includes clerical tasks which can be readily learned on the job. The keyboarding is mostly straight copy work with emphasis on accuracy and a reasonable degree of speed. The incumbent is expected to have a numerical aptitude and provide friendly and accurate information to enquiries. The incumbent of this class is allowed some discretion in the more routine aspects of the work but all different or unusual problems or enquiries are referred to the supervisor. Specific oral and written instructions are received from the supervisor. Work is normally reviewed and verified upon completion.

ILLUSTRATIVE DUTIES AND RESPONSIBILITIES:

- Responds to enquiries, routes visitors and calls, secures and gives out basic information related to property taxation.
- Obtains missing information from clients relating to home owner grants, property tax payments and medical certificates.
- Uses simple arithmetical calculations to compute late payment penalties, arrears interest and prepayment interest for real property taxes, statistical reports and other routine office records.
- Prepares batches of tax payments for data entry.
- Types articles, forms, letters, form letters and other routine correspondence, memoranda, reports, tabulations, and other material from copy rough draft, and previously prepared data.
- Sorts, collates, checks, processes and files a variety of simple office records.
- Sorts, distributes, collects and transports departmental mail.
- Maintains post-dated cheque file and accounts receivables for Collector Statement charges.
- Performs other related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES ON THE JOB:

- Ability to make simple arithmetical computations and tabulations accurately and with reasonable speed.
- Ability to transcribe form letters, and/or to compose simple routine letters and memoranda.
- Working knowledge of office practices and procedures.
- Ability to operate common office equipment, including calculator.

- Working knowledge of personal computers and computer-based applications.
- Ability to learn assigned tasks readily and adhere to prescribed routine.
- Basic understanding of municipal property taxes, assessments and home owner grant program.
- Demonstrates Saanich Core Competencies as they relate to this position (see all behaviour statements):
 - Adaptability - willingness to be flexible in a changing work environment
 - Relationship Building - establishes and maintains respectful and cooperative working relationships.
 - Effective Communications - communicates effectively with others.
 - Problem Solving - recognizes and acts to resolve problems.
 - Customer Focus - provides excellent service to both internal and external customers.

REQUIREMENTS:

- Completion of Grade 12 or equivalent.
- Experience in dealing with the public.
- Minimum of one year's experience in an office environment.
- Basic keyboarding skills (40 wpm).

STANDARDS:

- Support and uphold the established policies and objectives of the Municipality and the Division in all areas of activity.
- Will not release or discuss non-routine municipal or departmental business without prior authorization.
- Adhere to all established municipal and departmental rules and regulations.
- Maintain the performance levels set by the Division in the execution of all duties and responsibilities.
- Maintain a cooperative working relationship with employees, management, Council and the public.
- Maintain regular communication with the supervisors, keeping them fully informed of all non-routine, urgent and/or controversial matters.
- Shall not receive or solicit a subscription, gratuity, or fee for or in conjunction with any service or presumed service performed by him/her as an employee.