



Selwyn Township Job Description

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Reports To: Manager of Financial Services	Date: September 2025
This Job Description is: ____ New ____ Existing <u> X </u> Revised	

Job Summary:

Performs duties Taxation and Billing Supervisor related to billing and collection of taxes, billing and collection of water & sewer, and general oversight of accounts receivable and miscellaneous municipal receipts. Performs duties of Accounting Assistant related to Taxation and General Ledger. As the Coordinator of the Customer Service & Administrative Support Team provides - and coordinates sufficient coverage for - customer service and administrative support to the general Township operations.

Duties and Responsibilities:

1. Responsible to coordinate and complete all tax billing processes ensuring accurate maintenance of assessment roll and related assessment databases, ratepayer account information, preparing and sending tax bills and arrears notices, and initial arrears collection processes.
2. Responsible to coordinate and complete all tax collection processes ensuring accurate recording and reconciliation of all payments, adjustment of taxes, write-offs, rebates (current and arrears), creation and submission of pre-authorized payment files, mortgage company transactions and maintaining collectors roll.
3. Responsible to coordinate and complete negotiations with ratepayers to assess individual circumstances and determine appropriate action and/or payment options. Provides recommendations on ratepayer accounts related to any ongoing issues and the municipal tax sale process to the Manager of Financial Services.
4. Performs proactive review of the assessment roll on an ongoing basis to maximize current value assessment and identify anomalies in assessment. Using industry best practices and available on-line tools, improves accuracy of the assessment roll data through positive interactions with Municipal Property Assessment Corporation (MPAC), ratepayers and relevant municipal departments.
5. Calculates grants-in-lieu of taxes and prepares billings to agencies.
6. Coordinates all requests for tax certificate, work orders and compliance and inquiries in accordance with municipal policy. Completes tax certificate and water/sewer certificate requests within this process.

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7. Oversees, and completes as necessary, accounts receivable procedures and controls, including but not limited to community centre and recreation rentals, tipping, roads, leased properties and general receipts. Ensures the accuracy of money received.
8. Oversees and supports cashiers through cash handling and receipting processes, ensures the accuracy of inputted receipts, prepares funds for deposit, post cash receipt journals and files/updates all related source documents and audit trails. Maintains and balances own cash box and change floats for other departments.
9. Oversees, and completes as necessary, daily cash management transactions related to online payment processing (Cloud Permit, Virtual Town Hall, Canada Helps, etc). Provides back up support for daily cash management transactions related to bank payment uploads and debit machine.
10. Oversees, and completes as necessary, water and sewer utility billing, including calculation of bills, preparation of pre-billing estimates, preparing and sending all utility bills and running and distributing post-billing reports.
11. Supports the Financial Services Assistant – Water & Sewer, in resolving customer service issues related to water and sewer billing errors, discrepancies and adjustments, and report any ongoing issues to the Manager of Financial Services.
12. Prepares journal entries as required with appropriate backup documentation and provides to Deputy Treasurer to ensure general ledger account reconciliations in computerized accounting system.
13. Produces and maintains any forms, records, reports, financial services website information and correspondence as required. Implements public education programs related to assessment and taxation including presentations, traditional and social media, print materials etc.
14. Maintains statistics and databases for information tracking, analysis and presentation purposes.
15. Provides reception, clerical and other accounting duties as required.
16. Responds to telephone, counter and electronic enquiries, providing general service and information regarding municipal business and tax related information, relaying messages and routing calls to the appropriate person where necessary.

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17. Apply knowledge of current software to continue to make effective recommendations on the integration of other Township software and processes to maximize efficiencies and improve customer service and accountability. May be required to assist I.T. staff from time to time with technical advice and support to all departments.
18. Researches and provides recommendations for the implementation of relevant and innovative e-commerce opportunities. Assists in the implementation of cost-effective on-line e-commerce opportunities as it relates to financial services for the Township.
19. Ensures the confidentiality of all information in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
20. Responsible to adhere to the Occupational Health and Safety Act and the Municipal Health & Safety Policy.
21. Performs other duties and carries out special projects as assigned by the Manager of Financial Services.

Supervision:

This position acts as Team Leader for the front-end customer service team related to cash receipts handling, taxation, water & sewer billing and related financial matters. In addition, this position coordinates the customer service and administrative support team ensuring adequate resourcing and customer service coverage.

This position supervises and directs the work of other Financial Services staff as assigned by the Manager.

Contacts:

Internal: With the Manager of Financial Services, Deputy Treasurer, Management Team and co-workers for the purpose of obtaining and sharing information to complete work assignments.

With the Manager of Community & Corporate Services/ Clerk, Management Team and other members of the Customer Service & Administrative Support Team for the purpose of coordinating the Customer Service function within the Township.

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External: With customers and suppliers to provide and seek information.

With auditors, assessment office, mortgage companies, collection agencies, lawyers and banks to provide and obtain information.

With the general public to provide information, ensuring polite and tactful relations.

Working Conditions:

Exposure to a normal office environment. Visual and mental concentration with respect to detail (figures) and visual display terminal. Occasionally required to travel.

Job Knowledge:

Post secondary education in business, accounting or related discipline and three to five years related business, or municipal experience.

Certification by the Ontario Municipal Tax and Revenue Association and completion of the AMCTO Municipal Administration Program (MAP) would be preferred.

Excellent knowledge of tax billing and collection legislation.

Excellent knowledge of personal computers, and municipal billing and collection software.

Excellent Microsoft Office computer skills (365, Word and PowerPoint). Advanced Excel spreadsheet skillset.

Excellent organizational and communication skills. Ability to cope with several different requests and subjects simultaneously.

Proven ability to deal with the public.

Key Competencies:

- Analytical Thinking
- Communication
- Customer Focus
- Fiscal Management
- Initiative
- Integrity / Honesty

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- Organization & Planning
- Team Work and Cooperation