Position:	Tax Roll Technician
Department:	Corporate Services
Reports to:	Manager of Assessment & Taxation
Position type:	Permanent, Full-Time
Work location:	Administration Building – High River

Position Overview

This position is responsible for day-to-day administration of property taxes, data collection, data entry, title changes and maintenance associated with tax roll data.

Key Duties and Responsibilities

- Respond to telephone calls, emails and front counter inquiries related to property taxes.
- Responsible for managing general taxation email inbox.
- Provide resolution at first point of contact for complaints related to property taxes.
- Post tax receipts, tax adjustments, and manage the post-dated cheque file.
- Manage the Tax Instalment Payment Plan program as per TIPP Bylaw.
- Prepare tax account information on demand.
- Control confidential information, such as banking information and credit card authorizations.
- Posts changes to assessment that originate from M.G.A. 305.1 changes, from A.R.B. or from M.G.B decisions.
- Generate tax levies, prepare and mail tax notices.
- Calculate and post appropriate discounts as per the TIPP Bylaw and generate Early Payment Program information sheets.
- Calculate and post penalties as per the Tax Penalty Bylaw.
- Prepare and mail tax arrears and NSF advisement letters.
- Import annual and revised assessment values into GP Dynamics.
- Follow tax recovery procedures, and perform all duties required as per the M.G.A.
- Balance the Tax Ledger to the General Ledger monthly.
- Balance tax ledgers, audit individual accounts, and reconcile each Subledger to the General Ledger.
- Manage and maintain tax roll, road allowance, land use and ownership information in Dynamics to support internal department databases, primarily the Property Tax, Assessment, and GIS databases.
- Manage and maintain tax roll and Ownership information in Dynamics for Provincial assessments, specifically Linear and Designated Industrial.
- Investigate and document the findings of the correct contact information for landowners, primarily mailing addresses. Coordinate Owner updates of relevant data with Tax Roll, CAMA and GIS systems.

- Maintain name and address changes for the tax and utility account customers.
- Liaise with Utilities Clerk to ensure that all property tax records are up-to-date.
- Maintain School Support information and files.
- Maintain Mortgage interests in Tax Roll.
- Maintain eSend agreement information and files.
- Responsible for finalizing Tax Details reports (CAMAlot & Diamond) for insertion with tax notices, and as requested by ratepayers.
- Perform other duties as assigned from time to time by the Manager of Assessment and Taxation or designate.

Qualifications, Education and Experience

- Two (2) year Accounting or Administration Diploma from a recognized college or technical institute.
- Minimum of two (2) years work experience, in a computerized environment, preferably in taxes or accounting in a municipal environment.

Competencies & Skills

- Excellent written and verbal communication skills, strong organizational skills, and excellent customer services skills.
- Extremely accurate keyboarding skills.
- Knowledge and understanding of the Municipal Government Act
- Knowledge and understanding of the Access to Information Act.
- Meticulous attention to detail.
- A high level of initiative.
- Ability to work independently and in a team environment.
- Ability to determine priorities and cope with deadlines.
- Proficiency in MS office, especially MS excel and MS word.
- Understanding of municipal law, local government accounting, property taxation and assessment.

The following are considered *assets* to be successful in this position.

- Successful completion of the Local Government Certificate Program (LGCP) and/or the National Advanced Certificate in Local Authority Administration (NACLAA).
- Clear understanding of the principles of legal surveying and cadastral mapping, how they relate to the torrents Land Registry System, and how they are applied in the interpretation of certificates of titles and encumbrances.

Working Conditions

- Physical demands include those connected with working in an office environment, including extended computer use.