



Position Title: Taxation Clerk
Reports To: Deputy Treasurer
Department: Treasury
Status: Full-time (35 Hours per week)
Monday – Friday 8:30 – 4:30
Revision Date: January 2026

JOB PURPOSE

The Taxation Clerk is responsible for the accurate and timely administration of municipal taxation and related accounts receivable activities. The position supports the municipality's revenue and taxation functions by processing invoices, calculating and issuing tax bills, maintaining assessment and account records, administering penalties and interest, reconciling financial records, and following up on outstanding balances in accordance with legislation, municipal by-laws, policies, and established procedures.

The Taxation Clerk contributes to the integrity of taxation records, financial reporting, and customer service delivery within a unionized municipal environment.

SPECIFIC ACCOUNTABILITIES

Accounts Receivable and Invoice Processing

- Enter and process sales invoices in the financial system, including appropriate coding in accordance with the chart of accounts.
- Maintain and save supporting documentation for invoices in accordance with record retention requirements.
- Issue invoices and customer statements related to taxation and other billable municipal services.
- Calculate and apply finance charges to overdue accounts in accordance with approved rates and policies.
- Reconcile the accounts receivable subledger to the Trade Accounts Receivable general ledger account.
- Reconcile and clear suspense account balances related to accounts receivable transactions.
- Follow up on outstanding accounts in accordance with established collection procedures.

Tax Billing Administration

- Calculate and tax billings in accordance with legislative requirements and municipal by-laws.
- Process manual billing adjustments, penalty reversals, and corrections in accordance with established procedures and authorizations.
- Update tax rates within the taxation system as approved by Council or by-law.
- Issue tax bills and related correspondence within prescribed timelines.

Assessment and Tax Roll Maintenance

- Perform initial assessment imports and maintain assessment data within the taxation system.
- Process supplementary and omitted assessments, cancellations, and adjustments.
- Administer vacancy rebate applications in accordance with applicable legislation and municipal policy.
- Process outstanding utility balance transfers to the tax roll, where applicable.



Tax Account Maintenance and Certificates

- Process tax account changes related to property ownership and address updates.
- Prepare and issue tax certificates in accordance with legislative requirements and fee schedules.
- Ensure tax account records are accurate, complete, and up to date.

Notices, Interest, and Collections Support

- Prepare and issue notices for overdue tax accounts in accordance with legislation, by-laws, and policies.
- Calculate and apply interest on overdue tax accounts in accordance with approved rates.
- Respond to routine inquiries related to tax accounts, billing, and balances, and refer complex matters as required.

Month-End and Financial Reconciliation

- Reconcile taxation and accounts receivable subledgers to the general ledger as part of month-end processes.
- Investigate and resolve discrepancies in a timely manner in accordance with established procedures.
- Support financial reporting and audit requirements related to taxation and accounts receivable.

Payment and Autopay Administration

- Administer monthly and quarterly automatic payment arrangements for tax accounts, including setup, changes, and monitoring.
- Ensure payments are accurately applied to tax accounts in the financial system.

Compliance and Record Integrity

- Ensure all taxation and accounts receivable activities comply with applicable legislation, municipal by-laws, and policies.
- Maintain accurate, complete, and auditable records to support reporting, customer service, and audit requirements

In addition to the specific accountabilities outlined above, the Taxation Clerk performs general administrative and customer service duties, including:

- Answering and directing incoming telephone calls and responding to routine inquiries
- Providing customer service at the front counter, including assisting the public
- Issuing receipts and ensuring payments are accurately recorded in the financial system.
- Referring non-routine, complex, or escalated matters to the appropriate supervisor or department.
- Undertakes other responsibilities within the scope of this role as required to support operational needs.

KNOWLEDGE, SKILLS & TECHNICAL ABILITIES

- Working knowledge of municipal taxation billing, accounts receivable processes, and related accounting principles.
- Ability to accurately perform calculations and process detailed financial transactions, including billing, adjustments, penalties, interest, and reconciliations.
- Proficiency in the use of computerized utility billing, financial, and standard office software systems.
- Strong verbal and written communication skills with the ability to explain billing and account information clearly to the public.



- Strong interpersonal and customer service skills, including the ability to respond professionally to routine and non-routine inquiries.
- Ability to work with detailed or semi-detailed instructions, follow established procedures, and maintain a high level of accuracy and confidentiality.

WORKPLACE REQUIREMENTS & CONDITIONS

- Minimum of two (2) years of accounts receivable experience in a municipal or government setting.
- Completion of accounting-accredited education; a High School Diploma with additional specialized training is an asset.
- Completion of the Municipal Revenue Administration Certificate through the Ontario Municipal Tax & Revenue Association, or a willingness to complete within two years after successful completion of probation.
- Work is primarily performed in an office environment with regular front-counter and telephone interaction with the public.
- Position requires frequent use of a computer and standard office equipment.
- Ability to concentrate for extended periods while performing detailed financial and administrative work with a high degree of accuracy.
- Ability to handle routine customer service interactions, including responding to billing inquiries and overdue accounts, in a professional manner

RELATIONSHIPS

- **Internal:** Regular contact with the Treasurer, Deputy Treasurer, other Administrative Employees and Public Works
- **External:** Contact with the general public

RATE OF PAY

- \$30.56 Hourly – Job Classification 12

UNION

- United Steelworkers