

Business Tax Collector

DEFINITION

This is collection of delinquent business taxes by written, verbal and field visits, involving investigation, negotiation, financial analysis and legal proceedings.

Work of this class involves varied contact with debtor businesses, their agents or solicitors, and other related sources for the purpose of determining liability dispute resolution, determining ability to pay and subsequent payment of accounts.

Incumbents work autonomously through the decision and collection processes including the means to identify and initiate the most effective method to secure payment. Instructions provided to incumbents are limited to policy interpretation and changes in legislation and procedures. Incumbents must exercise tact and judgement in endeavouring to gain co-operation from the business community through goodwill rather than legal action and exercise judgement in resolving collection matters where governing policies and precedents are not established.

Additional responsibilities include performing various customer service functions and assessment tasks. Work is reviewed upon completion through the perusal of reports and is evaluated on the degree to which bad debt accounts are minimized.

TYPICAL DUTIES *

Contact debtor businesses or their agents to secure payment or identify objections and issues prior to escalating collection procedures.

Explain legislation, bylaws and city policy to business community and other city departments.

Negotiate and secure payment arrangements which support the business while protecting the city from loss and inform management of the potential for losses resulting from legal liability by the city.

Identify and initiate applicable legal remedies to effect payment or provide security.

Initiate and produce documents and correspondence relevant to provincial court records, various legal pleadings, bankruptcy claims and petitions.

Conduct investigations to prove claims and establishing recourse.

Conduct audit and analysis of tax accounts, preparation of internal transfer vouchers, journal vouchers, cheque requisitions and other accounting functions.

Assume responsibility for customer service enquiries on referral from other departments.

Conduct investigations as to location, eligibility and value of business assets.

Participate in special projects undertaken to support or enhance the Section's mandate of the collection of business tax.

Research and prepare reports in response to Aldermanic Enquiries/Executive Committee Reports.

Assist less experienced staff in the performance of duties.

Perform related work as required.

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KNOWLEDGE, ABILITIES AND SKILLS

Ability to apply commercial law and liability law as it pertains to the administration of tax collection practices and procedures.

Knowledge of applicable legislation (both federal and provincial and municipal) which pertains to the administration of insolvent business entities.

Knowledge of civil debt recovering legislation and rules of court as it pertains to legal rights and remedies of a creditor.

Knowledge of credit granting investigation and procedures.

Knowledge of commercial account collection techniques. Ability to deal effectively with rate or abusive debtors in volatile circumstances.

Ability to perform basic accounting functions efficiently and accurately. Excellent oral and written communication skills.

Knowledge of procedures involved in business tax assessment.

Ability to work autonomously and formulate independent decisions throughout the collection process (within established policies).

Excellent negotiation skills.

Ability to effectively appraise value of business assets.

Ability to effectively evaluate the time and cost effectiveness of collection processes.

Ability to establish and maintain effective working relations as necessitated by work assignments.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of the twelfth (12th) school grade with post-secondary education pertaining to business subjects and a minimum of five (5) years' progressively responsible commercial credit and collection experience, two (2) years of which must be in commercial legal collections. Excellent communication and negotiation skills are required. Candidates must possess a valid Alberta driver's license.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	0599		2073	
Grade	016		018	

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