

Job Class Profile: Field Tax Collections Officer II**Pay Level: CG-36 Point Band: 790-813**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	6	2	4	4	4	4	6	2	
Points	233	100	13	19	120	87	83	129	21	805

JOB SUMMARY

The Field Tax Collections Officer II performs specialized supervisory tax compliance work related to the collection of taxes, the enforcement of taxation legislation (including small claims court attendance and judgement instructions), and the prosecution of violations under consumer tax acts.

Key and Periodic Activities:

- Supervises staff engaged in the collection of crown debt (i.e. plans, assigns and reviews work; ensures that the appropriate collection procedures are followed; provides direction and assistance in complex and/or unusual cases; conducts in-house training for collection staff; approves leave; and handles minor discipline and/or performance problems).
- Interprets legislation, policy, procedures and guidelines.
- Examines and analyzes financial data (i.e. reviews financial statements and reports, decides on action to be taken to settle tax obligations).
- Drafts and reviews letters for clients (i.e. letters related to ministerial certificates, initiates requests for title searches of assets, etc).
- Prepares correspondence for discussions with Department of Justice. Assists the Crown Prosecutor in representing the government in the prosecution of violators under various consumer tax acts.
- Communicates and educates debtors to the existence of outstanding debt.
- Provides training and direction to staff as required.
- Meets clients, debtors, agents, lawyers, and/or accountants to discuss and review issues.
- Visits more difficult and serious accounts to collect tax arrears and/or overdue returns, discusses repayment terms, and makes arrangements with delinquent vendors.
- Represents the Branch with other Departments, trustees, etc.
- Prepares recommendations for management review to assist in the development of policies and procedures.

SKILL

Knowledge
<p>General and Specific Knowledge:</p> <ul style="list-style-type: none"> — Knowledge of legislation and regulations, financial statements, Bankruptcy Act, Judgement Enforcement Act, Company and Deeds Online (CADO), federal and provincial acts (e.g. Statute of Limitations). — Experience in the area of collections and credit management with knowledge in auditing, collections, accounting, and judicial processes. <p>Formal Education and/or Certification(s):</p> <ul style="list-style-type: none"> — Minimum: Undergraduate degree in Business or related field <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: 2 – 3 years <p>Competencies:</p> <ul style="list-style-type: none"> — Prepares and reviews legal documents that require precise actions and directions. — Writes simple letters, memos and other documentation. — Proof reads, edits and formats a variety of documents. — Strong research and analytical skills. — Uses various computer software programs such as spreadsheets, word processors, and databases.
Interpersonal Skills
<ul style="list-style-type: none"> — A range of interpersonal skills are used to perform activities such as listening to information from others, asking questions, providing routine direction, communicating complex information, gaining the cooperation of others to complete work assignments, providing expert advice to others, and resolving disputes between people. — Communication occurs with employees in the immediate work area, Supervisors or Managers, clients, trustees, lawyers and other departmental contacts.. — Most significant contacts are trustees, lawyers, and other departmental contacts. Interactions include the daily communication with irate clients involving disputed accounts.

EFFORT

Physical Effort
<ul style="list-style-type: none"> — Work demands do not result in considerable fatigue requiring periods of rest. — Work provides the opportunity to occasionally stand and walk within the office environment. — Constantly required to perform fine finger/precision work while sitting and using a computer mouse. — Class occasionally lifts boxes of files, supplies, etc. weighing up to 50 lbs.
Concentration
<ul style="list-style-type: none"> — Visual concentration occurs while working with reports and computers. — Auditory concentration is used when listening to several conversations within a closed cubicle environment.

- Impacted by **interruptions** and multiple **time pressures/deadlines** with a lack of **control over work pace**. Examples include: supervising several staff requiring advice and direction, month end deadlines, payment posting to avoid late filing, adherence to court filing procedures and deadlines, incoming portfolios etc.
- **Exact results and precision** are required when typing legal documents, summarizing accounts referred to manager, writing up actions on client accounts, etc.

Complexity

- Work typically involves tasks that are similar and related in terms of skills and knowledge used. Involved in interpreting legislation, policy, procedures and guidelines; preparing correspondence for discussions with the Department of Justice; and providing training and direction to staff as required. While these tasks are similar and related, performs all activities with no additional knowledge requirement.
- Challenges and issues are well - defined for which a limited number of solutions exist. Constantly faced with challenges that must be defined and practical solutions made while working within standard work processes.
- The most typical challenge or problem is monthly workload assignments to staff by Manager. Must monitor the workflow of each staff, review actions taken and discuss current action plans.
- Policies, procedures and guidelines exist to assist and address issues and challenges (i.e. Retail Administration Act, Financial Administration Act, collections manual, small claims act, civil court rules, etc).

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are moderately prescribed and controlled.
- Decisions can be made for short term payment acceptances, annual and general leave maintenance/approval.
- Requires supervisor's approval for legal actions, write offs, delegation of authority, and staff leave entitlements (i.e. collective agreement issues).
- Work tasks involving the reviewing of staff summaries when reaching legal or other decisions to support write off recommendations, direct contact with debtors/clients during field calls/interviews when events escalate, or the releasing of confidential information are completed with discretion and independent judgment.

Impact

- Impacts generally affect immediate work area, Department (inside and outside), clients, and the general public (i.e. collection work directly impacts clients and decisions can influence public opinion and policy in terms of civil actions with wage attachments and garnishments etc).
- Work activities impact processes, systems, information, finances, and corporate image.
- Inaccurate reporting to debtors or courts may cause incorrect decisions to be made thus stressing the debtor and causing an embarrassment to the department (i.e. seizing the wrong asset from an individual based on a legal judgement).
- Legislation, policies, and procedures are in place to minimize errors.

Development and Leadership of Others

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| <ul style="list-style-type: none"> — Typically responsible for direct and ongoing supervision for a large size work group of employees (>10 employees). — Performs role as team leader (i.e. implementing the Department's new policies and procedures towards staff assignments and distribution of workloads). |
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WORKING CONDITIONS

Environmental Working Conditions

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| <ul style="list-style-type: none"> — There is no requirement for any special precautions or safety equipment. — There are some adverse environmental conditions such as glare from using a computer and working in an open office environment. |
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