



## **POSITION DESCRIPTION**

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<b>POSITION:</b>	TAX & WATER CLERK
<b>DEPARTMENT:</b>	CORPORATE SERVICES
<b>CURRENT ISSUE:</b>	FEBRUARY 2026
<b>NEXT REVISION:</b>	FEBRUARY 2031
<b>AFFILIATION:</b>	NON-UNION

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### **POSITION SUMMARY:**

Reporting to the Deputy Treasurer, the Tax and Water Clerk coordinates the administration of tax and water billing under the direction of the Treasurer and Deputy Treasurer, maintains property assessment and property tax databases in alignment with MPAC and provides customer service to residents, land owners, lawyers and developers relating to property tax and water billing issues.

### **DUTIES AND RESPONSIBILITIES:**

1. Ensures the accurate and timely billing and collection of property taxes, under the direction of the Treasurer and Deputy Treasurer, in compliance with the Municipal Act and Municipality of Mississippi Mills By-Laws.
2. Coordinates the administration of the property tax management system including property assessments, billing, collections, penalties and arrears notices. Ensures all system maintenance activity is performed on a regular basis including but not limited to: title changes, mailing address changes, mortgage information, assessment changes, supplementary assessments, waste management fees, tax certificates, final bills, updated assessments, roll additions and deletions, etc...
3. Review and calculate adjustments to taxes from approved Requests for Reconsiderations, 357/358 Applications & Assessment Review Board decisions, produce reports for audit and rebate purposes.
4. Ensures interim and final tax billing processes are completed on a timely basis, including bill creation, printing, mailing and e-billing.
5. Calculate and record refunds for overpayments and process any tax write-offs as approved by Treasurer or Deputy Treasurer
6. Reconcile the tax account monthly and at year-end
7. Answer telephone and e-mail inquiries with regards to tax and assessment information and respond in writing, if required.
8. Assist with producing Tax Sale Listings and calculate information for registered letters for tax registrations.
9. Ensure add on charges, local improvements and area-rated charges are added to the appropriate tax accounts prior to tax bills

10. Ensures the accurate and timely billing and collection of water and sewer charges, under the direction of the Treasurer and Deputy Treasurer, in compliance with the Municipal Act and Municipality of Mississippi Mills By-Laws.
11. Responsible for setting up and maintaining the tax and water pre-authorized payment plans.
12. Calculate all water and sewer charges & enter into the computer system
13. Coordinate with Public Works to ensure meter reading entries are timely, valid & entered in the system
14. Identify faulty meters and coordinate with Public Works for replacement or re-reads
15. Update name and address changes on a regular basis
16. Calculate and issue final bills for changes of ownership, etc.
17. Calculate, record and enter adjustments, as required
18. Issue water bills
19. Transfer unpaid water accounts to taxes
20. Calculate penalties and issue arrears reports on a monthly basis
21. Reconcile the water account monthly and at year-end
22. Provide lawyers with water arrears information and receipts for payment of same
23. Assists with the acceptance of payments for taxes, water, invoices etc. when required
24. Answer telephone and e-mail inquiries with regards to water and sewer billing and respond in writing, if required.
25. Respond to questionnaires, surveys and other requests for information related to taxes and water
26. Identify, recommend and support implementation of continuous improvement initiatives to improve administrative processes and workflows, system data integration, customer service and customer self-serve.
27. Builds and maintains strong working relationships with internal departments including Public Works, Building and Planning
28. Builds and maintains strong working relationships with external organizations such as peers at neighboring municipalities, County and MPAC
29. Perform other duties as assigned.

**QUALIFICATIONS:**

- An Ontario Secondary School Diploma.
- A post-secondary diploma in accounting, business or related field
- A minimum 3-5 years' municipal finance experience, with at least 1 year tax and water experience
- Completion of the municipal Tax Administration course or willingness to obtain
- A sound working knowledge of MS Office software applications and adaptability to program specific software; experience with Great Plains would be considered an asset
- Excellent verbal and written communication skills
- Previous experience in a municipal office would be preferred

**PRINCIPAL ACCOUNTABILITIES:**

In addition to the general requirements of the Municipality for regular and reliable attendance, timeliness and personal conduct consistent with Municipal policies and procedures, the incumbent is expected to:

- Promote and maintain clear lines of communication that foster successful interpersonal relationships. Such communication shall be timely, informative, accurate, courteous, responsive and complete.
- Maintain the confidentiality of all employee and resident related information deemed to be confidential.
- Ensure that the equipment of the department is maintained, respected and that preventative maintenance is undertaken. Ensure that equipment is utilized in a safe manner by informed staff, conforming to established operating specifications.
- Maintain all necessary qualifications and certifications and ensure all professional standards and legislative requirements are met.
- Be fully knowledgeable of your responsibilities under the Occupational Health & Safety Act and Regulations, and to work in compliance with these provisions in order to create an environment, which is conducive to the health and safety of the Municipality’s employees, residents, volunteers and other stakeholders. You are expected to work in a safe manner at all times and report any hazards or incidents as soon as possible.
- Be fully knowledgeable of the Occupational Health and Safety Manual to understand actions expected.
- To take a problem-solving approach to your work, using sound judgment, acting appropriately to ensure safety.

**APPROVAL:**

This position description has been approved by the Deputy Treasurer.

**TITLE**

**SIGNATURE**

**DATE**

Deputy Treasurer

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**INCUMBENT’S SIGNATURE**

I, \_\_\_\_\_, have read and understand the content of the above position description.

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

**TAX & WATER CLERK - PHYSICAL DEMANDS**

TASK DEMANDS: Frequency of identified physical tasks in job responsibilities

TASK	FREQUENCY			
	Never (0%)	Occasional (<33%)	Frequent (33% - 66%)	Constant (>67%)
Sitting – remaining in the normal seated position				X
Standing – remaining on one’s feet in an upright position without moving about or combined with walking		X		
Walking – moving about on foot on level or uneven surfaces		X		
Stooping/Bending – bending down and forward at the waist in a sitting or standing position	X			
Kneeling – bending legs to rest on one or both knees	X			
Crouching/Squatting – Bending down and forward by bending legs at knees	X			
Crawling – Moving about on hands and/or knees or feet.	X			
Twisting – Rotating upper torso left and right while sitting or standing	X			
Balancing – maintaining body equilibrium to prevent falling when walking, standing, crouching, kneeling on narrow, slippery or moving surfaces.	X			
Climbing – Ascending/descending ladders, stairs, scaffolding, poles or inclined surfaces.	X			
Keyboarding – using a computer keyboard, adding machine, calculator, typewriter, etc.				X
Reaching – extending hands and/or arms below, at or above shoulder height		X		
Gripping/Handling – manipulating objects with the hands by seizing, holding, grasping using a power grip or simple gripping	X			
Fingering – manipulating objects using the key, palmar or tip inch grip positions.	X			
Lifting	Under 10 lb. (4.5 kg)		X	
	10 – 20 lb. (4.5 – 9.0 kg)		X	
	20 – 40 lb. (9.0 – 18.0 kg)	X		
	Over 40 lb. (27.0 Kg) Specify: Mechanical Lift	X		

PUSH/PULL REQUIREMENTS (Identify specific tasks requiring pushing/pulling equipment involved)	Frequency		
	Occasional (<33%)	Frequent (33% - 66%)	Constant (>67%)
Pushing/pulling of equipment (eg. lawnmowers, carts, auto-scrubbers or other cleaning equipment)	X		

OTHER PHYSICAL/COGNITIVE REQUIREMENTS: Identify special requirements used routinely in the job and identify job task (e.g. listening and visual concentration for transcription; mental concentration for multi-tasking etc.)

PHYSICAL/COGNITIVE REQUIREMENT	JOB TASK	YES	NO
Mental Concentration	Fast-paced, multi-tasking environment, critical thinking, problem solving	x	
Risk of Eye Strain	Constant viewing of computer monitors	x	
Mental Demands	Working with tight deadlines, decision making accountability, legislative restrictions	x	

#### WORKING RELATIONSHIPS

<b>Internal</b>	CAO, Director Corporate Services, Deputy Treasurer, Department Heads, support staff, members of Council
<b>External</b>	Government ministries and agencies, public, professional consultants, i.e. auditor

Legend: D – Daily, W – Weekly, M – Monthly, Q – Quarterly, A – Annually

TITLE OF PEOPLE CONTACTED	D	W	M	Q	A	PURPOSE	HOW	
							ORAL	WRITTEN
Residents	X					Providing information; follow-up on complaints and inquiries	X	X
Stakeholders/Contractors		X				As team leader and member; supporting departments and unit activities, purchase orders	X	X
Employees/Managers	X					Communicating, collaboration, consulting, providing direction, Performance accountability	X	X
Members of Council			X			Providing information, seeking approval/direction	X	X

Externally (e.g. suppliers, staff of other Municipalities, Government Agency, Local Businesses, General Public)

Legend: D – Daily, W – Weekly, M – Monthly, Q – Quarterly, A – Annually

TITLE OF PEOPLE CONTACTED	D	W	M	Q	A	PURPOSE	HOW	
							ORAL	WRITTEN
Other Municipalities/Government Agencies/Local Businesses		X				Supporting referred-in workload	X	X

#### ENVIRONMENTAL DEMANDS:

This position may have to serve a number of people at one time and frequent interruptions may be common. The office environment may be busy, noisy, often dealing with several requests by others

during short time intervals. The employee must be an excellent communicator and be able to manage various issues with Staff. The position requires frequent use of the computer and other office equipment.

**WORKING CONDITIONS:**

This position is required to work regular full-time hours in an office environment. Additional work may be required to complete special requests or projects. After-hours meeting attendance or travel may also be required.

**SUPERVISORY/MANAGEMENT ACCOUNTABILITIES:** No

**THE ABOVE INFORMATION IS CORRECT AS APPROVED BY:**

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Departmental Manager

REVIEWED BY:

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Human Resources

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Incumbent