



Town of Fort Smith Job Description

Corporate Services Supervisor

POSITION TITLE:	Corporate Services Supervisor
POSITION NUMBER:	11020
DEPARTMENT:	Corporate Services
REPORTS TO:	Director of Corporate Services
CLASSIFICATION:	Indeterminate, Fulltime
LOCATION:	Town Hall

Summary of Position

Under the direct supervision of the Director of Corporate Services, the incumbent will be responsible for the supervision of accounts payable, accounts receivable, payroll and benefits, reception, and the direct supervision of the finance personnel. The incumbent shall assist the Director of Corporate Services with budget preparation, year-end preparation, and the processing of financial reports. The Corporate Services Supervisor will also act in place of the Director of Corporate Services, as required.

Responsibilities

1. Provides staff supervision and performance management by:

- Motivating, developing, and retaining the Finance team by enhancing their professional capabilities and team resilience through specific training or other programs.
- Planning and implementing procedures and systems to enhance work and service delivery at a functional and corporate level.
- Performing annual evaluations, probationary reviews, work plan development, training plans and other performance management steps with Finance staff including information gathering meetings and disciplinary actions including recommendations to the Director of Corporate Services.
- Providing training and mentoring to Finance staff, as required.

2. Manages the Town benefits administration by:

- Supervising the Payroll and Benefits function to ensure all personnel files contain a signed and approved job description, letters of offer for employment, letters related to outside employment, applications for benefits, criminal record checks, performance appraisals, anniversary dates, etc.
- Completing periodic checks of leave credits and ensuring leave forms are approved and completed correctly.
- Assisting employees in understanding health benefits and pension provided by the Town and ensuring their files are correct for deaths, births and other family changes that may affect their benefits.
- Maintaining records for employee benefits, retirement and benefits claims including preparation and submission of all documentation.

3. Supervises Accounts Receivable, including but not limited to the following, by:

- Ensuring accurate processing of monthly customer invoices using the computerized accounts receivable system, including processing of recurring monthly invoices.
- Ensuring the maintenance of a filing system for customer invoices.
- Making recommendations to the Director of Corporate Services for write-off of uncollectable receivables with justification including demonstration of all attempts to collect.

4. Supervises the Accounts Payable functions by:

- Assisting directors and supervisors in the procurement of goods and services.
- Reviewing and verifying invoices with appropriate GL code when required.
- Reviewing and verifying cheques, listings of accounts payable and monthly reconciliations of disbursements.
- Ensuring the record keeping and maintenance of accounts payable files.
- Reviewing and verifying all reports related to accounts payable.
- Ensuring appropriate and timely responses to inquiries related to accounts payable.
- Managing the ongoing upkeep and maintenance of a maintenance management and workorder system.

5. Supervises the Property Tax process by:

- Ensuring the accuracy of all property taxation files.
- Processing yearly property tax notices using the computerized property tax billing system.
- Processing all applications for the Seniors/Disabled Tax Relief Program.
- Ensuring the yearly requirements by PATA are met such as Tax Arrears List, Tax Certificates, etc.
- Supervising the processing of monthly tax reminder notices.
- Ensuring updates to the assessment roll are completed.
- Ensuring the accuracy of the balance of the computerized assessment roll to GNWT assessment roll is completed.
- Ensuring the mailing of assessment notices is completed on time.
- Preparing and organizing information for the Board of Revision.
- Responding to inquiries relating to property taxes,
- Supervising and performing the collection of property taxes receivables through legal channels including getting garnishee orders, working with collection agencies, and/or engaging assistance from the Town's legal counsel
- Managing the process to allow the Town to have annual property tax sales,
- Managing the assessment of issued development permits and ensuring that any unfinished development from previous years is reviewed in consultation with the GNWT.

6. Supervises the Reception and Administrative functions by:

- Ensuring the public are greeted in a respectful, professional manner in person, by phone or through electronic communications.
- Ensuring the efficient and accurate receiving, processing, and reconciling of all monies received over the counter, through the mail and online.
- Performing regular monitoring of security and telecommunications systems.
- Ensuring that visitors' questions, calls, and emails are addressed by providing them with the relevant information.
- Ensuring that the reception area is kept neat and organized while complying with office procedures, rules, and regulations.
- Managing the accuracy and maintenance of the office supply inventory and expenses.
- Ensuring that all mail and packages are logged and distributed accordingly by the Clerk Receptionist

- Supervising the receiving and processing the daily deposit from the Recreation and Community Centre.
- Ensuring the completion of a daily cash report and deposits of all monies received daily.
- Overseeing the processing of applications for business licenses, taxi permits, dog tags, burning permits, snowmobile registration, parking placards and other permits.
- Ensuring the monthly statistical reports to the Council are prepared related to dog tags, business licenses, fines and development permits that were issued.
- Managing the development permit application process: processing the fee, making sure all related documents are attached, application is signed and completed, assigning a development permit number, starting a file for the application, recording application onto spreadsheet, and passing the application onto the Development Officer for approval. Also responsible for providing information to Statistics Canada and GNWT Assessors on all development permits issued during the year.
- Answering the Fire Department phone during business hours and dispatching the calls to the Fire Chief over the Town's radio system.
- Managing the processing of all applications for water/sewer services and forwarding them to the Water Treatment Plant staff in a timely manner.
- Supervising the preparation and tracking of all other work orders.
- Managing the control and accounting of petty cash.
- Receiving written and verbal complaints and passing those complaints to the appropriate department.
- Updating information and posting notices on the Town of Fort Smith website, Facebook page.
- Assisting with collecting and delivering mail from the Post Office and distributing the incoming mail to all departments.
- Purchasing and stocking office supplies at the Town Hall including but not limited to, ordering toners, staples and all other related supplies for the photocopiers. Also responsible for placing and tracking service calls when a photocopier breaks down.
- Preparing property tax certificates and forwarding them to the Director of Corporate Services for signature.
- Supervising the burial permits and marriage license application process.
- Performing Commissioner for Oaths duties, if applicable.
- Maintaining spreadsheets of burial plots available for purchase, reserved plots and list of people buried in both cemeteries.
- Ensuring the timely mailing of water bills.
- Filing of finance documents accurately.
- Providing administrative assistance to all Senior Management when required.

7. Assists the Director of Corporate Services with budget and year end preparation, as well as monthly financial reports, including by:

- Preparing the salary spreadsheet for inclusion in the annual budget.
- Assisting with working papers and working with the auditors to provide information for the preparation of the annual audited financial statements.
- Completing tax requirement calculation and establishment of the mill rate to meet the tax requirement.
- Managing the transferring funds between regular bank account and higher interest rate savings accounts while maintaining adequate balances to ensure the Town does not use the overdraft protection,
- Completing reconciliations of general ledger accounts as assigned by the Director.

8. Other related duties:

- Verifying and approving annual filing of WSCC.
- Verifying and approving annual filing of GNWT Payroll Tax.
- Completing periodic check of monthly GST return and data enters associated journal entry.
- Other administrative duties as assigned by the Director of Corporate Services.

Positions Supervised

The Corporate Services Supervisor is responsible for:

- The direct supervision of the Finance Clerks to ensure that the day-to-day functions of these positions are fulfilled.
- Preparation and distribution of annual employee appraisal calendar.
- Responsible for any corrective disciplinary action up to suspension.

Contacts

- Senior Administrative Officer
- Director of Corporate Services
- Staff under his/her direction as well as other Town staff
- Public
- Interaction with the Mayor, Council, Senior Administrative Officer, and the public is a normal part of this position and requires tact and diplomacy.

Work Environment

- The Corporate Services Supervisor will have an office at the Town Hall with temperature control.
- The Town Hall can be a busy environment. The incumbent must be able to maintain concentration around many distractions and still ensure accuracy and attention to detail.
- May be required to travel to receive training.
- The Corporate Services Supervisor will be exposed to a considerable amount of confidential information and a high level of confidentiality will be required in addition to good judgment.

Knowledge, Education and Experience

- Working knowledge of generally accepted accounting principles, computerized accounting programs, preparation of financial statements, administration of payroll and taxation and insurance administration.
- Minimum of 5 years of related experience, preferably in a municipal government.
- Minimum of 3 years of supervisory experience in a finance environment.
- Excellent communication skills.
- A good understanding of Northern and political cultures.
- Criminal Records Check

Certification

I have read and understand this job description. I have been informed that it is a general description of the duties, responsibilities and qualifications required for my position which forms the basis for my classification level and against which my performance will be evaluated.

Employee's Signature

Date

I confirm that it is a general description of the duties, responsibilities and qualifications required for this position.

Director of Corporate Services

Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

Senior Administrative Officer

Date