

TITLE: COMPLIANCE ANALYST

CLASSIFICATION: CLERK 15

JOB OVERVIEW

The Property Taxation Branch is committed to delivering high quality service to taxpayers and homeowners across BC. The Branch is responsible for administering multiple property tax acts, billing and collecting taxes, and for adjudicating applications for various tax exemptions, loans, and grants.

Our compliance analysts play a key role in ensuring taxpayers are supported to receive grants they are eligible for and to comply with property tax legislation. They also play a key role in ensuring the Government of British Columbia raises tax revenues to support the delivery of programs and services.

Responsible for making account adjustments, providing detailed account information, and for determining eligibility for benefits, Compliance Analysts respond to seasonally high volumes of phone, email and web inquiries, all while delivering an exceptional service experience. They review facts of unclear cases, adjudicate claims, and review and audit applications for benefits and exemptions.

Our Compliance Analysts may have the opportunity to work on different teams in our branch, throughout the year (training will be provided).

ACCOUNTABILITIES

Required:

- Provides a high-quality service to taxpayers, homeowners, stakeholders, and clients.
- Maintains a high level of confidentiality of all taxpayer records.
- Responds to seasonally high volumes of calls, emails, and correspondence, sometimes from upset or contentious and difficult clients. Supports taxpayers over the phone to apply for grants, claim exemptions, and understand and meet their tax obligations.
- Responds to client inquiries regarding taxes, account balances, the progress of audits and grant claims, provides advice about legislation to taxpayers and stakeholders such as municipalities.
- Adjudicates and verifies data, conducts desk audits of grant claims and tax exemptions, and adjudicates loan (deferment) applications, by analysing information and evidence from multiple sources including databases.
- Reconciles complex financial data, final claims settlements, adjustments and payments under the relevant Act as required.
- Identifies areas where amendments to legislation or policy may be necessary.
- Issues notices of assessments and disentitlement, responds to any queries and notifies clients of any decisions.
- Prepares files in support of decisions where appeals have been received and referred to the Tax Appeals and Litigation Branch.

- Receives/requests information, some of which may be confidential or quite sensitive in nature, from clients or other interested parties, which may involve historical searches.
- Confirms that decisions are compliant with legislation, regulations, and policies and are accurately recorded in program databases and records systems.
- Maintains current knowledge of legislation, regulations, and adjudication guidelines.
- Participates in the training and mentoring of new compliance analysts and collaborates with colleagues to share information and processes.

JOB REQUIREMENTS

- Secondary school graduation or equivalent (GED).
- Minimum one (1) year experience providing direct service to citizens, clients or customers. **Preference may be given to applicants with more years of experience.**
- Minimum one (1) year experience working in a compliance, financial and/or administration environment. **Preference may be given to applicants with more years of experience.**
- Minimum one (1) year experience responding to and working effectively with potentially frustrated, hostile or angry individuals, using empathy, tact and fairness. **Preference may be given to applicants with more years of experience.**
- An equivalent combination of education and experience may be considered.

Preference may be given to applicants with one or more of the following:

- Minimum of one (1) year experience working in a contact (call) centre environment.
- Completion of post-secondary education (i.e. diploma or certificate) in a related field such as Business, Public Administration, and Finance.
- Minimum one (1) year experience in adjudication and/or auditing.
- Minimum one (1) year experience interpreting and applying legislation, regulations and/or policies.
- Minimum one (1) year experience analyzing data, and with audit/investigation procedures.
- Minimum one (1) year experience working with property tax legislation, regulations and policies.

Security Screening:

- Successful completion of an Enhanced Security Screening will be required.

KNOWLEDGE, SKILLS AND ABILITIES

- Proficiency with MS Office (i.e. Excel, Word, Outlook).
- Demonstrated excellent analytical skills.
- Ability to effectively communicate clearly and concisely both verbally and in writing.
- Excellent customer service skills and a positive attitude.
- Ability to interpret and apply legislation, regulations and/or policies.
- Ability to work in a fast-paced environment, and ability to manage and meet multiple competing deadlines.

- Ability to work independently and in a team environment, and ability to establish and maintain effective relationships with all levels of clients/staff.
- Initiative, thoroughness and high attention to detail.

BEHAVIOURAL COMPETENCIES

- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Teamwork and Cooperation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Change Management** is the ability to support a change initiative that has been mandated within the organization. It involves helping the organization's members understand what the change means to them, and providing the ongoing guidance and support that will maintain enthusiasm and commitment to the change process. People with this competency willingly embrace and champion change. They take advantage of every opportunity to explain their vision of the future to others and gain their buy-in.
- **Innovation** indicates an effort to improve performance by doing or promoting new things, such as introducing a previously unknown or untried solution or procedure to the specific area or organization.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.
- **Planning, Organising and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
- **Problem Solving/Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with Indigenous cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

