

Position: **Benchmark Job #402**

Ministry: Finance and Corporate Relations

Working Title: **Senior Collections Officer**

Branch: Income Tax

Level: Range 21

Location: Victoria

NOC Code: 1435

## PRIMARY FUNCTION

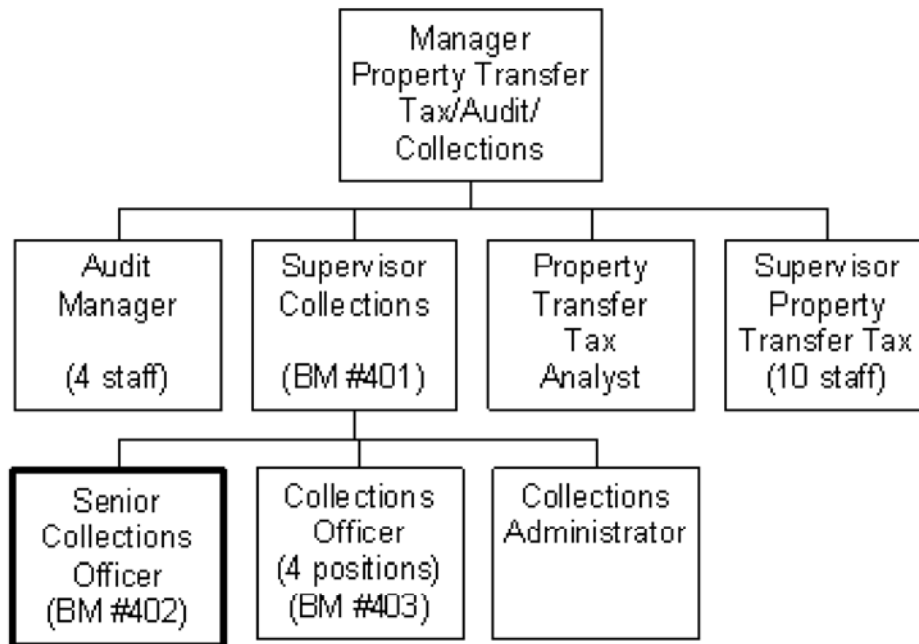
To develop and recommend systems and procedures changes, function as a team leader and enforce the collection of delinquent tax accounts such as corporate or potentially precedent setting accounts under several tax acts and related federal and provincial legislation.

## JOB DUTIES AND TASKS

1. Recommends systems and procedures changes and functions as a team leader
  - a. recommends modification, development and implementation of systems and procedures
  - b. participates with contracted systems specialists to define, develop, implement and maintain new or revised tax management information systems
  - c. develops, recommends and implements procedural changes in response to legal precedents and changing legislation
  - d. monitors section performance and develops and maintains performance statistics
  - e. participates in hiring and training of new collections staff
  - f. assigns, monitors and reviews the work of collections staff
  - g. provides technical direction to collections officers
2. Enforces the collection of delinquent tax accounts to maximize dollar recovery in a timely manner
  - a. assesses the risk of delinquent tax accounts by analyzing such issues as business cycles, industry trends and legal precedents
  - b. investigates and recommends the collection action on those files that may establish precedent, may be brought to the attention of the Minister or may be impacted by recent legislative changes or legal precedent
  - c. investigates financial status of corporations, individuals and related corporate structures to identify ability to pay and potential future liabilities
  - d. monitors and manages insolvency accounts by identifying and exercising legal options and examining conflicting and competing priorities
  - e. conducts on-site investigations of corporate operations to determine assets or availability of debtor security
  - f. researches and recommends partial settlements of tax debts
  - g. detects other areas of non-compliance and advises appropriate revenue division staff such as the Audit Branch for follow-up
  - h. works with Audit Branch staff on high risk accounts to ensure prompt collection activity is initiated
  - i. prepares case files for potential legal action, consults Crown lawyers for legal advice and directs Legal

Counsel regarding various enforcement activities undertaken by the branch

- j. analyzes financial information and impact on individuals and businesses and negotiates and approves payment proposals, up to 12 months
  - k. reviews and recommends the write off of tax debts over \$30,000
  - l. signs various legal instruments under the Property Transfer Tax Act, Corporation Capital Tax Act, Insurance Premium Tax Act, Logging Tax Act and Mining Tax Act such as third party demands up to \$10,000, court certificates and liens on property with unlimited amounts as designated by legislation
3. Performs other related duties
- a. attends court hearings to give evidence under oath and controls evidence collection processes to ensure information quality meets civil court standards of evidence
  - b. reviews court bailiff expenses for accuracy and recommends payment



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p><b>JOB KNOWLEDGE</b></p> <p>Understand the principles of accounting and financial management to interpret financial statements and determine the economic viability of large companies in order to maximize dollar recovery of delinquent taxes.</p>	G	250
2	<p><b>MENTAL DEMANDS</b></p> <p>Judgement required to modify collections methods and approaches to recommend systems and procedures changes, enforce the collection of corporate or potentially precedent setting delinquent tax accounts and prepare case files for legal action.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b></p> <p>Persuasion required to use basic negotiation skills to negotiate payment proposals, often in hostile and contentious situations.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b></p> <p>Some coordination and dexterity required to keyboard to access collections databases and financial reports with minimal requirement for speed.</p>	B	10
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b></p> <p>Guided by collections guidelines and standards, applies accepted collections methods in a different way to recommend systems and procedures changes and enforce the collection of corporate or potentially precedent setting delinquent tax accounts.</p>	E	120
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b></p> <p>Considerable financial responsibility to recommend accounts for write off.</p>	F	43

<b>FACTOR</b>	<b>REASON FOR CLASSIFICATION</b>	<b>DEGREE</b>	<b>POINTS</b>
7	<b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Considerable responsibility to control evidence collection processes to ensure information quality meets standards of evidence for civil court proceedings.	E	33
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to assign, monitor and review the work of collections section staff (5 FTEs).	CD	14
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Moderate care and attention for the well-being of others to ensure that the financial well-being of individuals is not negatively affected by negotiated repayment plans.	C	15
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently visually focus on financial statements, databases and financial reports.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to visually focus on computer screens, databases and financial statements.	C	12
12	<b>SURROUNDINGS</b> Exposure to frequent unpleasant dealings with hostile and angry delinquent taxpayers.	C	6
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 764

Level: Range 21