



Make working for
The City work for you.



Senior Exemption Specialist

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](https://www.cityofcalgary.ca). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

In this position, you will work with major partners to interpret legislation in making politically sensitive decisions to administer a variety of property tax relief programs. You will be responsible for making informed decisions regarding property tax exemption and relief programs that are crucial to the reputation and financial well-being of the City of Calgary. Primary duties include:

- Work with internal partners, wholly owned subsidiaries, non-profit organizations, special interest groups and other relevant parties to understand the perspectives of customers of property tax exemption and relief programs and to explain relevant legislation and case law guiding potentially contentious decisions.
- Write, sign and send letters for Property Tax Exemption (PTE) approvals and denials. Collaborate closely with the Law Department and Policy and Strategy team on high profile exemption applications and emerging trends and issues.
- Act as approval authority for property tax exemption and relief decisions.
- Ensure administration of all exemption & relief programs is being handled efficiently, accurately, and fairly.
- Research and implement solutions to account level and overarching program issues to enhance the customer experience and the quality of PTE and tax relief administration.
- Ensure the quality of the team's work and provide formal training, daily coaching and constructive feedback to enhance both individual and team performance
- Represent the City of Calgary as the foremost expert witness for Property Tax Exemption complaints brought before the Assessment Review Board.

Qualifications

- A master's degree in Public Policy, Law, Public Administration, Public Finance, Economics, Political Science or related field and at least 3 years of related experience in policy analysis, public policy development, and/or government relations. OR
- A degree in Public Policy, Law, Public Administration, Public Finance, Economics, Political Science or related field plus 5 years of related work experience plus additional formalized training/education in any of the following:
 - Graduate certificate/diploma in public policy, governance, public administration or relevant field.
 - A professional assessment accreditation (AMAA, AACI, CAE).
- An advanced level of proficiency in Microsoft Office (Outlook, Word, PowerPoint, SharePoint, and Excel) is required.
- Experience with data management systems and data visualization software (e.g. PowerBI) is an asset.
- Success in this position requires well-developed communication and engagement skills, critical thinking and influencing skills, and the ability to collaborate with others to develop appropriate strategies and solutions.

Pre-employment Requirements

- Successful applicants must provide proof of qualifications.

Workstyle

This position may be eligible to work from home as one of several flexible work options available to City employees. Such arrangements are based on the operational requirements of the position and employee suitability and are subject to change.

Union: CUPE Local 38
Position Type: 1 Permanent
Compensation: Pay Grade 12 \$47.01 - 62.84 per hour
Hours of work: Standard 35 hour work week
Audience: Internal/External

Business Unit: Assessment & Tax
Location: 2924 11 Street NE
Days of Work: This position works a 5 day work week with 1 day off in a 3 week cycle.
Apply By: March 26, 2025
Job ID #: 311656

Apply online at www.cityofcalgary.ca/careers