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The City work for you.



## 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.calgary.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 role, 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 interpret and apply evolving existing internal practices to ensure compliance and continuous improvement. You will be responsible for making informed decisions about properties' tax status and eligibility for various forms of relief that may be available. Primary duties include:

- Receive and review data that is collected through the Property Tax Exemption (PTE) application process.
- Use assembled information to perform basic legislative analyses, collaborate with the Policy & Strategy team and Law, where necessary.
- Make recommendations on PTE approvals and denials to the Senior Exemption Specialist and the Leader, Exemptions & Relief.
- Administer all property tax relief programs.
- Maintain the land-change form intake process, work with partners in Real Estate & Development Services to maintain the PTE status of City of Calgary real estate assets.
- Create new main and sub accounts to assure PTE is administered efficiently and accurately, in a manner that results in the correct party receiving the benefit of PTE.
- Communicate directly with customers and internal partners to enhance customer understanding and ensure transparency to the PTE and relief program application processes.
- Follow up with customers to seek information required for exemption and relief administration and assists with application processes.
- Maintain the A&T Exemptions email intake process and manages customer inquiries through the AIMS system.
- Support the Senior Exemption Specialist in managing complaints to the Assessment Review Board and Tax Incentive Review Board.

### Qualifications

- A degree in Economics, Statistics, Business, Public Policy, Public Administration, or related field that involves quantitative analysis plus at least 1 year of experience with administering property tax exemptions, policy research and/or analysis; OR
- A master's degree in Economics, Statistics, Business, Public Policy, Public Administration, or related field.
- An advanced level of proficiency in Microsoft Office (Outlook, Word, PowerPoint, SharePoint, and Excel) is required.
- Additional formal training, or applied experience in qualitative and quantitative research methods, including policy and program evaluation, cost-benefit analysis, and/or econometrics is an asset.
- 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 for at least part of the time as one of several flexible work options available to City employees. These arrangements depend on the operational requirements of the role, employee suitability, and are subject to change based on operational needs and corporate direction.

Union: CUPE Local 38

Position Type: 2 Permanent and 1 Temporary (up to 12 months)

Compensation: Pay Grade 9 \$40.18 – 53.76 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: April 14, 2025

Job ID #: 311819

Apply online at [www.calgary.ca/careers](https://www.calgary.ca/careers)