

**POSITION: Customer Service/Receivables Clerk**

**REPORTING RELATIONSHIP: Reports to the CFO/ Treasurer**

**PURPOSE OF POSITION:**

- To Assist the CFO/Treasurer in the fulfillment of his/her statutory duties.
- To Assist the CAO/Clerk in the fulfillment of his/her statutory duties
- To assist in the administration and operation of the Municipal office.
- To administer special projects at the direction of the CAO/Clerk.

**SCOPE OF POSITION:**

- Works in accordance with the accounting and administrative policies and practices in the Municipality and according to the provisions of the Municipal Act, the Municipal Affairs Act and other Acts of Legislature.
- Expected to organize work, discuss priorities with the CFO/Treasurer

**RESPONSIBILITIES: (see schedule "A" for further details)**

- Assist the CFO/Treasurer in his/her statutory duties.
- Act as Assistant to the CAO/Clerk
- To act as office receptionist, handling and directing incoming public inquiries.

**WORKING CONDITIONS:**

- Usual public office conditions. Work is subject to hectic peak periods and to deadlines.
- Usual hours of work are 8:30 a.m. to 4:30 p.m. (1 hour lunch) for days worked.

**WORKING RELATIONSHIPS:**

- With CFO/Treasurer - Receive guidance and instruction in routine tasks.
- With CAO/Clerk- Receive guidance, instruction, and assignment of non-routine tasks.
- With Municipal Staff – Usual co-operation and courtesy.
- With the Public - Provide information; collect taxes, fines and fees; issue various permits and maintain a tactful relationship.

**KNOWLEDGE AND SKILL**

- Good filing and clerical skills, organizational skills.
- Responsible working experience in public office
- Good public relation skills and ability to exercise diplomacy.

**IMPACT OF ERROR:**

- Clerical and accounting errors would require additional time to trace and correct.
- Providing inaccurate information to the public would result in confusion, public annoyance and potential serious problems.

**CONTROL:**

- General supervision from CFO/Treasurer.

**SALARY RANGE:** \$51,500 – \$66,500/Annually.

## **Schedule "A"**

### **Customer Service**

- Primary – telephone answering
- Primary – Public Contact at front desk

### **Taxation and Water/Sewer**

- Assists with sorting all tax bills in preparation for mailing.
- Receive all tax and water/sewer payments at the front counter and by telephone.
- Explain tax bills to ratepayers and attempt to deal with complaints.
- Prepare necessary tax and water/sewer information as requested by ratepayers.
- Prepare Tax Certificates for law offices
- Update names and addresses in Asyst

### **Accounts Receivable**

- Set up AR invoicing in Asyst AR module when receivable is recognized.
- Receive all accounts receivable payments at the front counter and by telephone.
- Records AR payments in Asyst, and process bank deposits for all cash and cheques AR.
- Record AR payments in Xplor

### **Assigned Committee Work**

- Preparation of Agendas and completion of minutes

### **Miscellaneous**

- Sell dog tags and garbage tags at front desk.
- Prepares any miscellaneous reports required by the clerk.
- Maintain municipal records system.
- Make travel arrangements for counsel and some staff, as necessary.
- Order office supplies.
- Prepare and distribute the annual municipal newsletter.
- Filing office paperwork
- Go to bank / post office

### **Other Duties as Assigned**