



JOB DESCRIPTION

Position: Finance and Customer Service Clerk

Union: CUPE Local 374

Approval Date:

1. FUNCTION

Reporting to the Manager of Finance, the Finance and Customer Service Clerk performs a variety of cashiering, accounting and customer service duties. This position is primarily responsible for receiving and recording payments; sharing in the processing of accounts payable; maintaining the Dog Licencing system; assisting in the processing of other accounting related transactions and records; and providing information to the public and other Town staff.

This position involves financial and administrative work of some variety and complexity. Strong attention to detail is required, to ensure accuracy of financial information used for decision making. Less routine work assignments will involve the application of some independence of judgment within established policies and procedures. The ability to remain organized and composed, while managing multiple tasks with frequent interruptions, is required for success in this role. Sound knowledge of accounts payable practices and procedures is required.

2. TYPICAL DUTIES

- a) Process payments for property taxes, utility bills, licenses, permits and other municipal revenues; balance daily cash transactions and prepare deposits.
- b) Respond to in-person, telephone and email enquiries related to property taxes, utilities, dog licenses, and other municipal services in an efficient, professional, and tactful manner.
- c) In coordination with other Finance Department employees, maintain a shared accounts payable (AP) inbox for receiving vendor invoices/enquiries; distribute invoices to other Town employees for approval; and respond to vendor enquiries.
- d) Process purchase orders and AP invoices in accordance with established policies and internal controls. This includes verifying approvals, account coding, and taxes (GST/PST); and entering invoices into the financial software.
- e) Generate weekly vendor payments, primarily through electronic fund transfers (EFT).
- f) Perform month-end and year-end reconciliations; prepare related journal entries and working papers.
- g) Maintain the Dog Licence sub-ledger, including the setup of new dog accounts, and processing of annual renewal/reminders.
- h) Coordinate with the Finance Administrative Assistant to provide coverage for front counter, telephone and email enquiries.

- i) Provide support to other Finance Department functions as required.
- j) Perform limited duties of the Accounts Payable/Utilities Clerk in their absence.
- k) Perform other duties assigned by the Senior Accountant, Manager of Finance or Director of Finance; this typically includes the preparation of correspondence and basic financial information.

3. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- a) Sound knowledge of cashiering and accounts payable practices; as well as working knowledge of general accounting principals, including internal controls.
- b) Proficient computer skills, with accuracy and efficiency in data entry; experience with financial management systems and Microsoft Office applications, particularly Excel, Word, Outlook, and Teams; as well as the ability to navigate other municipal systems for property taxes, utility billing, and asset/work order management.
- c) Ability to organize and prioritize work through occasionally frequent interruptions.
- d) Strong numerical and problem-solving skills, with ability to identify and reconcile account balance discrepancies.
- e) Ability to interpret and apply policies, procedures and bylaws related to assigned work.
- f) Ability to provide courteous and professional customer service to the public and other Town employees on matters of moderate complexity, and to provide routine information and assistance with confidence.

4. TRAINING AND EXPERIENCE

- a) Completion of Grade 12, supplemented by entry level accounting, business administration and information systems courses from a recognized post-secondary accounting program.
- b) Minimum three (3) years of experience with computerized accounting systems in a local government environment (using Tempest Municipal software and Dynamics GP Financial software).
- c) Or an equivalent combination of training and experience.