

TOWNSHIP OF WEST LINCOLN
CUPE 1287 JOB DESCRIPTION



JOB TITLE	Water and Tax Clerk		
DEPARTMENT	Finance Department, Corporate Services		

JOB ID	WLCL02	JOB LEVEL	6
REPORTS TO	Deputy Treasurer	STD HRS OF WORK	35 hrs/wk

JOB SUMMARY

Administration of the water distribution system and responsible for invoicing/ accounts receivable for both water and regular receivables. General cashier duties for all revenues and respond to inquiries from the general public on all revenues due to the Township.

QUALIFICATIONS

EDUCATION

- 2-year college diploma in Business Administration, Accounting or equivalent.
- Additional formal training in Microsoft Office Suite

EXPERIENCE

- 2-3 years experience in a finance environment (municipal is an asset), analyzing and auditing payments and receivables.

SKILLS

- Good working knowledge of Microsoft Office Suite, including Excel.
- Experience with Microsoft Dynamics GP, Diamond Municipal, MaxGalaxy, CGIS, Neptune 360, and MPAC Connect are all considered to be an asset.
- Strong organizational and interpersonal skills and the ability to prioritize.
- Ability to work with limited supervision.
- Good analytical and problem solving skills.
- Working knowledge of governmental accounting procedures and laws relating to property taxation and assessment.
- Ability to read and comprehend legal descriptions and basic planning terminology.
- Excellent mathematical skills
- Excellent diplomacy and customer service skills

SPECIAL CONDITIONS

- None

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RESPONSIBILITIES

Water Billing Administration

- Update and maintain water distribution system for residential, commercial and bulk water accounts.
- Perform quarterly residential, commercial and monthly bulk water billing.
- Generate aging reports and apply applicable penalty and perform collection procedures on all arrears.
- Processes new service applications, disconnect requests, transfer requests and service address updates as requested.
- Manage database system which includes preparing, adjusting, maintaining, and troubleshooting customer accounts in accordance with prescribed guidelines.
- Reconcile customer accounts and payments.
- Responds to citizens' questions and comments in an accurate, courteous and timely manner.
- Prepares, reviews, and enters payment arrangements and contracts for past due balances.
- Prepares work orders for meter reading checks, suspected water leaks, and other field investigations, as needed.
- Responsible for identifying high bill problems and analyse readings and consumptions to review and contact residents to identify reasons for high billings.
- Prepare Bulk Water cost of goods sold journal entry.

Accounts Receivable-General

- Update and maintain two accounts receivable systems which includes rec/arena accounts receivable. Enter data and generate general invoices for all departments.
- Respond to all related inquires and cashier services for accounts receivable for all departments.
- Generate aging reports, apply applicable penalty. Manually calculate monthly penalty on Recreation/Arena accounts. Create and send monthly account statements. Perform collection procedures on all arrears.
- Handle customer account inquiries.

Cash Receipting

- Enter cash receipts for water revenues, tax revenues, accounts receivable and rec/arena revenue.
- Upload and process all Electronic Funds Transfer transactions daily, allocating payments to tax and water accounts, as indicated by client.
- Review of daily bank deposit slip and supporting back-up.
- Daily review of bank transactions, ensuring that all items are posted. Requires coordination and communication with bank to reconcile any outstanding issues.
- Processing of Cash Receipt Adjustments as required.

Perform other related duties as assigned.

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JOB SPECIFICATIONS

SUPERVISION EXERCISED

- None

INDEPENDENCE OF ACTION/JUDGMENT

- Assignments are covered by broadly established methods and procedures or standards of accepted practices. However, some judgement is required in adapting these guidelines to get the desired result.
- The exercise of judgement is a normal requirement but is restrained by program objectives.
- Direction is sought when apparent solutions to problems are not within the intent of established practices.

DECISIONS ON WHICH YOU SEEK CONSULTATION

- New or unusual situations which are not covered by established procedures

RELATIONSHIPS/CONTACTS

Internal:

- Employees of the Municipality
- Heads of Departments
- Infrequent training for Department Co-op Students

External:

- Contractors and suppliers
- General public
- Professional agencies and government departments
- Business representatives

PHYSICAL DEMANDS/DEXTERITY

- Light activity of intermediate duration
 - Sitting, standing, walking, stooping / crouching / kneeling
- Require the efficient and accurate coordination of fine movements
 - Keyboarding, mousing
 - Writing
 - Calculator keying
- Require completion of the following coarse movements
 - Filing, copying, stapling
 - Preparing mail

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CONCENTRATION DEMANDS

- Intermediate periods of mental effort required frequently
 - Computer work
 - Composing letters
 - Customer Service

JOB ENVIRONMENT

- An indoor office environment with exposure to loud noises, interruptions, and lack of privacy
- Occasional exposure people who are difficult to deal with

The above description reflects the general details considered necessary to describe the principal functions and duties as required for proper evaluation of the job and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

APPROVED BY:

Original Signed

Chief Administrative Officer

July 15, 2020

Date