

POSITION TITLE: Customer Service/Accounting Assistant I
GENERAL SUPERVISOR: Treasurer
DEPARTMENT: Treasury

POSITION SUMMARY:

Reporting to the Treasurer, assist with daily activities of the finance department

Roles & Responsibilities - Front Counter

- Answering the telephone, ensuring routine information is provided or inquiries are referred to the appropriate department
- Great visitors to the municipal office
- Protect confidentiality and integrity of customers and information
- Process payments and balance
- Prepare bank deposit daily
- Orders all departments materials/supplies
- Stamp, collect and distribute mail.
- Process Landfill Receipts
- Process Moneris transactions
- Process RBC Downloads
- Other duties as assigned

WATER DEPARTMENT

- Maintain the water billing system
- Prepare and mail water invoices quarterly
- Collection of overdue accounts
- Process all types of billing payments as required, dealing with discrepancies, according to established policy.
- Dealing with complaints and directing to appropriate staff member where applicable.
- Interact with new customers to secure information and to inform them of the Water Department policy on deposits for tenants, billing and collection information. Ensure the landlords are aware of the policy for tenants.
- Notify customers of any irregularities on cheque or cheques that cannot be deposited in bank.
- Log work orders to CityWide

PROPERTY TAXES TO ASSIST ACCOUNTING ASSISTANT II:

- Understand the tax program and relate requested information to customers, i.e., history

payments, local improvements, outstanding balances etc.

ACCOUNTS PAYABLE:

- Collect and file all invoices from department head/supervisor on a daily basis
- Bi-weekly code (from General Ledger) invoices, provide to Treasurer for approval, input invoices into Keystone, print cheques and mail out.
- Manage and pay all utility bills i.e, Rogers, Bell, Entegrus etc.

ASSET MANAGEMENT

- Assist the Treasurer with the development and maintenance of the asset management program

WORKING CONDITIONS:

- Stress from open office noise.
- Exposure to dirt from office machines and supplies.
- Exposure to eye strain from computer terminals.
- Frequent interruptions of daily work routine.
- Minor exposure to conflict.
- Occasional stress.
- Must meet deadlines

EFFORT

Mental:

- Concentration and mathematical abilities required for accounting and other calculations.
- Constant interruptions
- Providing service to several people or departments, working under many simultaneous deadlines.
- Organizational abilities required to complete assigned tasks in a timely manner.

Physical:

- Must be able to operate all types of office equipment.
- Sitting for long periods of time at workstation.
- Irregular and/or multiple work demands.
- Moderate to high concentration required.

QUALIFICATIONS: Secondary school Diploma, Post-secondary school courses in Accounting, Business or the equivalent.

All the following would be considered an asset: knowledge of accounting systems, practices and policies. Mathematical accuracy. Proven well organized self-starter. Understanding of

general ledger. Experience in dealing with record management. Experience in a municipal environment preferred. Property tax collection and MPAC knowledge.

Strong computer skills specifically Microsoft Office (Word and Excel), and Keystone with excellent written/oral communication skills.

PREPARED BY: Human Resources Clerk

APPROVED BY: Treasurer

EFFECTIVE DATE: May 12, 2025

SUPERSEDES DATE(S): January 28, 2018

