

**CITY OF FORT ST. JOHN
POSITION DESCRIPTION**

Class Title	Finance Billing Clerk
Department	Finance
Date:	May 2022

NATURE OF WORK

The Finance Billing Clerk position is a member of the Financial Services team and is responsible for providing a variety of administrative and financial services including responding to inquiries, billing monthly utilities, reconciling sub-ledgers and preparing a variety of financial reports. The position requires a good general knowledge of municipal services, the community, and is able to direct inquiries to the proper departments.

This is a moderately complex accounting position that performs a variety of diversified clerical duties, data input and verification work which requires the individual to exercise independent judgement and initiative within defined guidelines. It involves providing day-to-day accounting support to the Finance Department. Providing front counter customers service support, this position responds to a variety of inquiries at the front counter, by email and via the telephone pertaining to City services and other general inquiries. Good working relationships and excellent customer services must be established and maintained with the public. Utmost accuracy is essential as errors could result in financial loss to the City.

SUPERVISION RECEIVED

Works under the direct supervision of the Director of Finance and/or the Deputy Treasurer/Collector.

SUPERVISION EXERCISED

None. May train, assist and provide coverage to the Finance Clerk and possibly cover and assist the Finance Receivables clerk.

KEY RESPONSIBILITIES

- Employs attention to detail to maintain a high level of accuracy while performing large volumes of data-entry on a daily basis.
- Demonstrates excellent interpersonal skills, provides exceptional customer service to internal and external stakeholders.
- Prepares utility billing invoices and other documentation related to utilities receivable including payment adjustments, corrections, and journal entries.

- Creates and maintains utility account holders, agents, and other interested parties, and provide information related to account charges.
- Provides outside agencies supporting documents and account information as needed ie PRRD – Airport Subdivision.
- Updates utility rates and other charges as needed as per the current bylaw.
- Calculates penalties for unpaid utility invoices as per current bylaw.
- Creates, invoices, and maintains cardlock accounts for water, sewer and reclaimed water customers.
- Performs monthly sub-ledger and clearing account reconciliations.
- Investigates returned mail and re-issue to correct agent/occupant.
- Performs year end transfers and closing functions as needed and provides the appropriate documentation for the year end folder for auditor review.
- Gathers research information, or data and prepares statistical reports under direction if required.
- Completes title changes and update accounts for new owner information as required.
- Assists with the preparation and control of supplies, inventories, brochures, pamphlets, etc.
- Maintains communication for the finance department through mixed media and the City website.
- Performs customer service functions such as answering departmental incoming telephone calls and re-direct if necessary to appropriate staff member; provides information and other assistance to all citizens and visitors, or, direct them to appropriate department or staff members.
- Performs yearly file destruction as per Records Management requirements.
- Sets up and maintains, using prescribed format, procedures and policy pertaining to transactions involving meter adjustment, service or equipment charges.
- Assists with property tax billing, adjustments, refunds, and sub-ledger reconciliations if required.
- Provides back-up coverage to the front counter as required.
- Performs routine clerical tasks including but not limited to a variety of administration duties of routine correspondence, letters, and reports for the department.
- Performs other financial and basic accounting duties as assigned.
- Takes reasonable care to protect the health and safety of themselves, and the health and safety of others who may be affected by their acts or omissions at work. Properly wears protective clothing, devices and equipment provided, and ensures hazards are immediately reported to Supervisors. Complies with the City of Fort St. John's Occupational Health and Safety program, and all applicable policies and procedures.

PERFORMANCE FACTORS

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| • Knowledge, Ability and Skills | • Reliability |
| • Customer Service | • Attendance and Punctuality |
| • Quantity of Work | • Compliance |
| • Cooperation | • Health & Safety |

REQUIRED QUALIFICATIONS, LICENSES, CERTIFICATES & REGISTRATIONS, KNOWLEDGE, ABILITY & SKILLS:

- Completion of Grade 12, or GED equivalent or combination of education & experience.
- An Accounting, or Business Management/Administration Diploma from a recognized educational institution
- Three years' experience in a similar position focusing on Accounts Receivable or Billing, preference given to municipal experience.
- Demonstrated computer skills in Microsoft Office Suite (Outlook, Word, Excel)
- Aptitude for working with numbers / arithmetic calculations
- Ability to operate an adding machine with speed and accuracy
- High attention to detail
- Strong organizational skills, with the ability to plan and prioritize effectively
- Ability to execute tasks efficiently, resolve issues with good judgement, report back on issues and outcomes
- Ability to demonstrate exceptional communication and customer services skills as necessary to establish and maintain effective working relationships with supervisors, co-workers, and the public
- Ability to understand and carry out written and oral instructions
- Ability to exercise sound judgement in the interpretation and application of related policies and procedures
- The successful candidate must be able to pass and maintain a clear Police Information Check

GENERAL TOOLS AND EQUIPMENT USED

Tools and equipment are consistent with duties related to the accounting and clerical functions for the related department. Tools and equipment may include, but are not limited to: computer equipment, calculator, cash handling equipment, telephone system, photocopiers, facsimile machine, and postage meter machine. Additionally, the employee may train, under supervision, on a variety of other specialized tools/equipment consistent with the employment in the related departmental functions.

GENERAL

Formal application, rating of education and experience, oral interview and reference check, criminal record check, and other job-related tests may be required

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related and/or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and the requirements of the job change

This is a position in the BC General Employee's Union