

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

Class Title **Finance Clerk**
Department **Finance**
Date: **May 2022**

NATURE OF WORK

The Finance 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, taking payments, preparing bank deposits, verifying data, and preparing correspondence. The position requires a good general knowledge of municipal services, the community, and is able to direct inquiries to the proper departments.

This position receives the collections of revenue by in-person, by electronic means and by mail, and performs reconciliations of daily collections and deposits, processes revenue collections from other departments and financial systems throughout the organization. Providing front counter customer 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 service 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

KEY RESPONSIBILITIES

- Greeting visitors and directing them to the correct person and/or department
- Assist with inquiries and concerns from the public and staff in a professional manner with diplomacy
- Employ attention to detail to maintain a high level of accuracy while performing data-entry on a regular basis
- Receives varied amounts in payments for a variety of accounts due to the municipality; issues the prescribed receipts and ensures sufficient detail is contained therein for account coding and reporting purposes.
- Balances a number of variety of payments received daily.

- Maintains a database for Pre-Authorized accounts and manages their regular data transmittals
- Posts all types of revenue batches into the financial systems in a timely manner
- Prepares daily bank deposit and remote cheque deposits for a variety of accounts.
- Receives reconciliation summary sheets from other locations such as the arena, visitor centre, pool, development services, and RCMP; verifies the balances received or deposited and enters and posts into the financial system
- Processes returned payments and rejected electronic transactions
- Issues petty cash vouchers and reconciles regularly
- Issues and records dog tags to necessary agents and records the collection of sales.
- Maintains a current list of parking tickets and Bylaw Offence Notice tickets issued and produces collections letters as per the current bylaw
- Performs Electronic Data Processing functions as developed by multiple system programs.
- Performs routine clerical tasks including but not limited to a variety of administrative duties and word processing of routine correspondence, letters, and reports for the department.
- Update mortgage holders and property title changes on property tax accounts
- Properly files daily revenue batches for each location or type received
- Creates, maintains and files general correspondence
- Receives and records incoming parcels delivered
- Investigate returned mail and re-issue to correct agent/occupant
- Prepares out-going mail for the organization and delivers to the post office
- Maintains inventory and ordering of bus tickets, bus passes and HandyDart tickets
- Provides sales or revenue reports for other entities as required
- Maintains generic office supply inventory as needed
- Perform yearly file destruction as per Records Management
- Performs other clerical 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 Certificate (1 year) from a recognized educational institution or, satisfactory completion of two levels of courses leading to a professional accounting designation.
- 2 years' experience in a similar position focusing on cash receipting, 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
- Good 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, police information 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