

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

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

**NATURE OF WORK**

The Finance Receivables Clerk is a member of the Financial Services team responsible for providing a variety of administrative and financial services including responding to inquiries, monthly receivable invoices, property tax billing, reconciling sub-ledgers, bank reconciliations and preparing a variety of financial reports. The position requires a strong 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. Also, provides a variety of information at the counter, by email and via the telephone pertaining to City services and other general inquiries. Good working relationships 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 provide assistance, training and coverage to Billing Clerk and Finance 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
- Provides exceptional customer service to internal and external stakeholders using excellent interpersonal skills
- Provides invoicing for a variety of functions, ie business licensing, rentals, leases, chargebacks, sponsorships, dog tags, etc.
- Completes the necessary backup/reports for outside agency invoicing, i.e.: NPLP revenue and expense, School District 60 ECL campus, RCMP detachment O&M, etc.
- Performs monthly reconciliations on sub-ledgers, clearing accounts and suspense accounts.

- Processes returned payments and rejected electronic transactions
- Performs monthly bank reconciliations for both the general account and the US account and provide supporting documentation for the year end folder for the auditor's review
- Recovers overdue customer accounts and sends delinquent accounts to collections
- Uploads and balances yearly assessment rolls
- Maintain new tax rolls and remove inactive rolls, as per the weekly BC Assessment reports
- May be required to perform title changes, mortgages changes, file liens or cancel liens on manufactured homes
- Upload and balance supplementary assessment rolls
- Updates tax rates for the City as well as other jurisdictions as per the bylaw and requisitions
- Calculates and balances property taxes, penalties, and credit interest and issues property tax notices
- Issues grant in lieu of tax statements to a variety of agents
- Downloads and balances approved Home Owner Grants (HOG) from the eTax website
- Responsible for submitting other jurisdiction requisition payments and school tax payments
- Assists manager with annual property tax sale
- Investigates returned mail and re-issue to correct agent/occupant
- Performs year end procedures to close out the tax year
- Provides year end documentation for sub-ledger reconciling for the year end file for the auditor to review
- Maintains the list of development services deposits on hand, and issues payment requests to accounts payable.
- Responsible for completing regular bank visits, i.e.: deposits, bill payments, statement pick-ups, etc.
- Performs account adjustments, refunds, and balance transfers as needed
- 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.
- May prepare utility billing invoices and other documentation related to utilities receivable and sub-ledgers including payment adjustments, corrections, and journal entries.
- Sets up and maintains, using prescribed format, procedures and policy pertaining to transactions involving meter adjustment, service or equipment charges.
- Provides back-up to the front counter as required
- Provides coverage in Accounts Payable function when needed
- Performs yearly file destruction as per Records Management
- 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**

- Knowledge, Ability and Skills
- Customer Service
- Quantity of Work
- Cooperation
- Reliability
- Attendance and Punctuality
- Compliance
- 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, revenue collections and/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
- 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