

**MUNICIPALITY OF HURON EAST  
JOB DESCRIPTION**

<b>POSITION TITLE:</b>	<b>Accounts Receivable Clerk/Utilities/Receptionist</b>	
<b>Department:</b>	Finance	
<b>Reports to (Title)</b>	Property Tax Clerk/Deputy Treasurer	
<b>Job Description last updated on (Date):</b>	<b>April 17, 2023</b>	

<b>POSITION DETAILS</b>	
Position Status (full-time/part-time/seasonal)	Full-Time
Primary Work Location	Town Hall
Pay Method (salary/hourly)	Hourly
Normal Workweek (# of hours)	40 hours / week (8:00 am to 5:00 pm with 1 hour unpaid lunch)
Overtime Status (paid/unpaid/rate/after x# hours)	Paid in lieu time after 40 hours
Benefits:	OMERS? YES Group Benefits? YES

**GENERAL DESCRIPTION (OVERVIEW) OF POSITION**

<b>1.</b>	<b>Scope of position &amp; Key Responsibilities</b>
i.	<p>Accounts Receivable:</p> <ul style="list-style-type: none"> <li>a. Responsible for utility billing, including calculation of bills, printing and mailing all utility bills.</li> <li>b. Complete service requests for final meter reads and all transactions for closed and/or transferred utility accounts,</li> <li>c. Enter and edit meter reads, review calculations, verify discrepancies and make necessary corrections.</li> <li>d. Investigate billing errors, discrepancies, and adjusts and reports any on-going issues.</li> <li>e. Prepare all invoices for all general municipal operations, including leases, daycare, etc.</li> <li>f. Prepare and issue Dog Tag invoices. Maintain Dog Tag Register and prepare reports for the Canine Control Officer as requested.</li> <li>g. Monitor and reconcile accounts receivable, reporting to management on accounts and status of collections.</li> <li>h. Prepares and sends out monthly notices to customers with outstanding receivable accounts.</li> <li>i. Responsible for finance and accounting filing and records management related to the accounts receivable and utility functions.</li> <li>j. Assist Treasurer/Deputy Treasurer with reconciliation of accounts receivable and various general ledger accounts as assigned by Treasurer.</li> <li>k. Calculate and reconcile information needed for shared-service invoices and process and mail invoices.</li> </ul>

iii.	<b>Reception:</b> <ol style="list-style-type: none"> <li>a. Provide reception services for the municipality at the counter, by telephone, through email, and through the municipal website.</li> <li>b. Answer questions and provide information to taxpayers, customers, and general public relating to taxation, accounts receivable, and other finance department or municipal services.</li> <li>c. Receive payments for dog licenses, taxes, water, sewer, drainage and burial permits; issue receipts and complete necessary records.</li> <li>d. Balance and process nightly bank deposits of counter receipts.</li> </ol>
iii.	<b>General:</b> <ol style="list-style-type: none"> <li>a. Perform support and back up to other staff in department as necessary.</li> <li>b. Contributes to the development and continuous improvement of policies and procedures to improve efficiency and accuracy of the accounts receivable and reception functions.</li> <li>c. Work in compliance with the Occupational Health and Safety Act, WHMIS, applicable legislation, regulations, statutes and departmental policies, procedures, practices and operational guidelines, and perform safe work practices.</li> <li>d. May be assigned responsibility for a local committee and acting Secretary for the committee.</li> <li>e. Cross trains with Accounts Payable Clerk and Tax Clerk operational functions.</li> <li>f. Perform other duties as assigned.</li> </ol>

## SECTION A: SKILLS

<b>1.</b>	<b>Knowledge</b>		
<b>a)</b>	<b>Education – minimum education required (e.g.: High School, College Diploma, University Degree, Certificate, etc.)</b>		
	<ul style="list-style-type: none"> <li>• Post-secondary education in accounting, business or a related field</li> </ul>		
<b>b)</b>	<b>Formal Training (designation(s) or certification(s)) required:</b>		
	<ul style="list-style-type: none"> <li>• Must have and maintain a clear Criminal Reference Check</li> </ul>		
<b>c)</b>	<b>Experience - Minimum number of years of related work experience necessary to achieve proficiency on the job.</b>		
	<ul style="list-style-type: none"> <li>• Minimum six months of experience in an accounting or administrative role.</li> <li>• Skilled in current software programs including Advanced Microsoft Office and Windows.</li> <li>• Working knowledge of accounting procedures and processes and municipal operations especially as they relate to treasury services.</li> <li>• Municipal experience considered an asset.</li> </ul>		
<b>d)</b>	<b>Other key skills necessary to achieve proficiency on the job. Examples: time management, organizational skills, leadership, computer knowledge, knowledge of local by-laws, knowledge of municipal statute, knowledge of Ontario Statute, certain licenses, ability to handle certain equipment, dexterity with hands</b>		
	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">Time Management is critical</td> <td style="width: 50%;">Ability to work independently and as part of a team</td> </tr> </table>	Time Management is critical	Ability to work independently and as part of a team
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Numeracy	Strong initiative and willingness to learn and take on new tasks and responsibilities
Strong organizational skills	High degree of Confidentiality
Ability to work with constant interruptions and under pressure	Ability to learn new tasks quickly
Computer knowledge/skills	Excellent communication skills
Proficiency and accuracy in Data entry	Ability to meet deadlines

<b>2.</b>	<b>Decision Making – judgment, problem solving, creativity, initiative and analysis. Describe the following:</b>
	<ul style="list-style-type: none"> <li>• This position is not empowered to act without Treasurer or Property Tax Clerk / Deputy Treasurer approval with respect to major/complex issues.</li> <li>• Position requires a high degree of accuracy and precision.</li> <li>• Problem solving skills are required in this position.</li> </ul>

<b>3.</b>	<b>Communication – written, verbal and interpersonal</b> Compassionate, concise and accurate communication is required.
<b>a)</b>	<b>Internal contacts (council, managers, non-management staff)</b>
	<ul style="list-style-type: none"> <li>• Director of Finance-Treasurer, Deputy Treasurers, CAO, staff, Department Managers and Council.</li> </ul>
<b>b)</b>	<b>External Contacts (general public, suppliers, government, professionals, boards, etc.)</b>
	Other levels of Government, Government entities, companies, property/business owners and the public.
	<b>Nature of the communication:</b>
	<ul style="list-style-type: none"> <li>• Contacts are within the organization and with the public to exchange information;</li> <li>• May answer routine, straightforward questions;</li> <li>• Sometimes required to deal with unclear or imprecise requests for information;</li> <li>• Occasionally required to provide information likely to be disliked by the recipient;</li> <li>• Communication with difficult people in varying situations can be regular occurrences, and shall tactfully be referred to others when necessary.</li> <li>• Explanations of calculations, changes and transactions;</li> <li>• All employees are required to present a professional image and appropriately represent the Municipality.</li> </ul>

## SECTION B: EFFORT

<b>1.</b>	<b>Mental Effort – concentration and attention, complexity and analysis required and mental fatigue.</b>
	<ul style="list-style-type: none"> <li>• Concentration required at times, some complexity to work, analysis and problem solving.</li> <li>• High level of confidentiality at all times.</li> </ul>
<b>2.</b>	<b>Physical &amp; Manual Effort, manual dexterity, complexity, volume of work, sensory requirements, and physical fatigue.</b>
	<ul style="list-style-type: none"> <li>• Minimal amount of physical fatigue.</li> <li>• Manual dexterity for using computer keyboard.</li> <li>• High volume of work at times.</li> <li>• Minimal to moderate amount of mental fatigue</li> </ul>

## SECTION C: RESPONSIBILITY

<b>1.</b>	<b>Program Delivery: contact with the public, public relations, accountability, accuracy, consequence of errors, degree of independence in development/evaluation of programs/services, responsibility for policies and procedures, responsibility for planning</b>
	<ul style="list-style-type: none"> <li>• Performance of duties has an immediate effect on the provision of programs/services.</li> <li>• Contact with the public in terms of inquiries.</li> <li>• Work involves a high level of detail and accuracy.</li> </ul>
<b>2.</b>	<b>Human Resources: personnel policies and procedures, supervision, health and safety, training</b>
	<ul style="list-style-type: none"> <li>• Coordination of tasks with other employees.</li> <li>• Responsible as an employee for health and safety under the Occupational Health &amp; Safety Act.</li> </ul>
<b>3.</b>	<b>Material &amp; information resources – equipment, property, data records and software, confidentiality</b>
	<ul style="list-style-type: none"> <li>• Responsible for highly confidential information.</li> <li>• Responsible for storage and maintenance of routine and non-confidential material or information.</li> <li>• Uses small equipment safely.</li> </ul>
<b>4.</b>	<b>Financial Resources – budgets, treasury, accounting and confidentiality</b>
	<p>This position is involved in routine accounting of non-confidential and confidential financial data. Tasks must be kept current, as there are impacts to budgeting, financial statement presentation and tracking, and vender and customer/public relations.</p>

## SECTION D: WORKING CONDITIONS

<b>1.</b>	<b>Physical surroundings and hazards</b>
	<ul style="list-style-type: none"><li>• Works in an open-concept, standard office setting with a reasonable amount of predictability.</li><li>• Minimal exposure to hazards.</li><li>• Minimal risk of injury.</li></ul>
<b>2.</b>	<b>Mental Environment – interruptions, dealing with public, deadlines, control of work schedule, monotony, social disruption</b>
	<ul style="list-style-type: none"><li>• This position has frequent interruptions and contact with the public.</li><li>• This position has deadlines and time management/attention to detail is critical.</li><li>• There is a moderate amount of flexibility required as new information/tasks can occur.</li><li>• Meeting allowance paid for designated evening meetings.</li><li>• Excess hours are to be pre-approved</li></ul>

## SECTION E: APPROVAL

<b>Employee Approval</b> <b>I have reviewed the above job description and agree it is accurate and complete.</b>	
Name	
Signature	
Date	

<b>Supervisor Approval</b> <b>I have reviewed the above job description and agree it is accurate and complete.</b>	
Supervisor Name	
Supervisor Signature	
Date	

<b>Next Level of Supervision (If applicable)</b> <b>I have reviewed the above job description and agree it is accurate and complete.</b>	
Supervisor Name	
Supervisor Signature	
Date	