

## MUNICIPALITY OF HURON EAST JOB DESCRIPTION

|                                                |                                            |  |
|------------------------------------------------|--------------------------------------------|--|
| <b>POSITION TITLE:</b>                         | <b>Accounts Receivable Clerk/Utilities</b> |  |
| <b>Department:</b>                             | Finance                                    |  |
| <b>Reports to (Title)</b>                      | Property Tax Clerk/Deputy Treasurer        |  |
| <b>Job Description last updated on (Date):</b> | <b>October 29, 2025.</b>                   |  |

| POSITION DETAILS                                  |                                   |
|---------------------------------------------------|-----------------------------------|
| Position Status (full-time/part-time/seasonal)    | Full-Time                         |
| Primary Work Location                             | Town Hall                         |
| Pay Method (salary/hourly)                        | Hourly                            |
| Normal Workweek (# of hours)                      | 37.5 or 40 hours/week             |
| Overtime Status (paid/unpaid/rate/after x# hours) | Time in lieu after 40 hours       |
| Benefits:                                         | OMERS? YES<br>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, rentals, 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>Provide reception services for the municipality at the counter, by telephone, through email, and through the municipal website.</li> <li>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>Receive payments for dog licenses, taxes, water, sewer, drainage and burial permits; issue receipts and complete necessary records.</li> <li>Balance and process nightly bank deposits of counter receipts.</li> </ol>                                                                                                                                                                                             |
| iii. | <b>General:</b> <ol style="list-style-type: none"> <li>Perform support and back up to other staff in department as necessary.</li> <li>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>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>May be assigned responsibility for a local committee and acting Secretary for the committee.</li> <li>Cross trains with Accounts Payable Clerk and Tax Clerk operational functions.</li> <li>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> <li>Equivalent work experience will be considered</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 and Criminal Background 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 1-2 years 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>                                                                                            |

|                                                                |                                                                                       |
|----------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Time Management is critical                                    | Ability to work independently and as part of a team                                   |
| 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><br>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><br><b>I have reviewed the above job description and agree it is accurate and complete.</b> |  |
| Name                                                                                                                |  |
| Signature                                                                                                           |  |
| Date                                                                                                                |  |

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