

Utility Billing Clerk

Finance and Business Services

Job Description:

Reporting to the Manager of Revenue and Financial Planning, the Utility Billing Clerk is responsible for the maintenance of the utility billing (water and wastewater) accounts, which includes all billing and adjustments as required. The Utility Billing Clerk is the primary contact person for water and wastewater account inquiries. This position is also required to assist in other areas of the Finance and Business Services area. The ability to work independently, with regular interruptions are a demand of this position.

Specific Duties:

- Provide exceptional customer service to all water and wastewater inquiries including telephone and email inquiries.
- Create new accounts into the Vadim financial software.
- Add accounts to the municipal pre-authorized payment plans, maintain customer banking records and ensures confidentiality.
- Maintain and complete ownership, address and payment-related type changes in a timely manner. Communicates these changes with other municipal departments where required.
- Respond to lawyer inquiries and provides overdue account information for tax certificates.
- Monitor and collect overdue accounts. Prepare and distribute reminder notices and statements, and contact the account holder for follow-up.
- Assist with transferring of overdue accounts to Property Tax rolls and communicate transfers to the Property Tax group as needed.
- Process Non-Sufficient Funds (NSF) transactions in the financial system including preparation of letters to customers requesting reimbursement.
- Generate month end reports including interest calculation on overdue accounts.
- Receive meter readings and accurately update data for water readings for billing purposes.
- Process water billings in accordance with a set schedule.
- Ensure final readings are entered accurately, completed and billed.
- Upload files containing Electronic Data Interchange (EDI) utility payments into the utility billing subsystem.
- Prepare cheque requisitions with sufficient, supporting documentation for submission to Accounts Payable to reimburse customers for any overpayments.
- Provide support to Municipality's Water Distribution Department to triage customer inquiries, hi-low reads, scheduling of appointments, etc.
- Process adjustments on accounts as required and provide written notice to the customer of municipal policy and amount owing. Prepare sufficient supporting documentation for all adjustments to meet audit requirements.
- Reconcile the sub-ledger to the general ledger on a monthly basis, which may include analysis of the accounts if they do not initially balance.
- Assist with updating documentation for utility billing procedures.
- Must comply with the Occupational Health and Safety Act (OHSA), and applicable regulations, as well as the Municipality of Leamington's Health and Safety Program
- Other duties as assigned.

Qualifications:

- Must have a two-year Business Administration (Accounting) diploma or equivalent in a related field.
- Must have a minimum of one-year of utility billing and customer service experience.
- Must have good accounting skills including reconciliation experience.
- Must have experience demonstrating strong organizational and time management skills.
- Strong written and oral communication skills, along with a general understanding of municipal administration is an asset.
- Must have experience using financial software. Working knowledge of Vadim Software is an asset
- Must have advanced working knowledge of Microsoft Office software programs.
- Experience working with relevant legislation and Municipal bylaws is an asset.
- Completion of the Municipal Tax Administration program is an asset.

- Municipal finance course through Association of Municipal Clerks and Treasurers (AMCT) is an asset.

Hours of Work:

35 hours per week.

Employee Group:

Non-Union.

Salary:

\$2,077.80 to \$2,339.22 bi-weekly (2020 Rates). A comprehensive benefits package included.

Closing Date:

Applications must be received by 11:59 PM, Sunday, September 6, 2020.

How to Apply:

Interested candidates must apply online, on our Intranet site myline.learnington.ca

We thank all applicants; however, only those selected for an interview will be contacted. Selected applicants will be subject to an interview process and skills testing to determine eligibility.

We are pleased to accommodate any individual needs under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require accommodation throughout the hiring process, please contact Human Resources 519-326-5761 ext. 1112 to make your needs known in advance.

Personal information on this form is collected under the authority of the Municipal Act, 2001, R.S.O. c45 and will be used to determine eligibility for employment. Questions about the collection of this information can be directed to the Manager of Legislative Services/Clerk, Municipality of Leamington, 111 Erie Street North, Leamington, Ontario, N8H 2Z9, Telephone: 519-326-5761