

# EMPLOYMENT OPPORTUNITY

## Water Collections Clerk

Financial Management Services - CUPE Local 157

**THIS IS A TEMPORARY POSITION FOR APPROXIMATELY FOUR (4) MONTHS**

### Summary of Duties:

Collect on overdue water accounts in a timely manner, adhering to a collections schedule. Set up and maintain pre-authorized water records for monthly and per bill payment plans. Ensure timely calculation of late charges on unpaid water accounts.

### Duties and Responsibilities

*(These set out the principal functions of the position, and shall not be considered as a detailed description of all the work requirements).*

- Collect on overdue water accounts through adherence to a collections schedule, generation of reminder, final demand and collection notices.
- Set up and maintain pre-authorized water payment records, including input, adjustments and reconciliation as a result of cancelled bills, sales, meter exchanges and terminations.
- Timely co-ordination with Water Billing staff to ensure that the requirements of the PAP program are met in regards to re-initialization, actual readings, refunds, etc.
- Create, scrutinize and balance pre-authorized bank files to and from the bank (file transmissions and retrievals).
- Make adjustments to bank files based on rejection lists, altered amounts, cancellations.
- Make necessary adjustments to water accounts as a result of returned payments, transfers, inaccurate postings, etc.
- Negotiate payment arrangements with customers on overdue accounts, ensuring timely payment of account balance and that amounts are adequate to clear outstanding balance.
- Maintain post dated cheques to ensure timely processing on account.
- Maintain an up to date add to taxes list for unpaid accounts in all water sections.
- Handle telephone and counter inquiries, problems and complaints with respect to pre-authorized payments, overdue accounts, payment arrangements, adds to taxes for non-payment, etc., using tact and courtesy in difficult or sensitive situations.

### Position Requirements:

- Grade 12 Diploma or General Educational Development (GED) Certificate.
- One (1) year of current municipal experience, water collections related and/or equivalent.
- An accounting or strong mathematical background and problem solving abilities.
- Proven ability to organize a fluctuating workload and to meet deadlines.
- Proven attention to detail with utmost accuracy.
- Proven customer service experience, with the ability to communicate effectively with peers, professionals and extremely difficult people either in person or via telephone and/or e-mail, using tact and courtesy when dealing with the public under difficult circumstances.

- Computer experience using Vailtech, Work Manager and Amanda applications as well as experience using Internet, Excel and Word.
- Good working knowledge of divisional procedures for FMS & CSS.
- Proven completion of Ministry of Labour Worker Health and Safety Awareness training.
- A demonstrated commitment to enhancing a safety culture.

**CUPE 157 Pay Group 5** – Minimum \$51,389 annually; Maximum \$57,199 annually

**Expected Work Location:** City Hall, 50 Church Street

**Hours of Work:** Currently Monday-Friday 8:30am-4:30pm.

Applications will be accepted online at [www.stcatharines.ca/jobs](http://www.stcatharines.ca/jobs).

Applications received any other way will not be accepted.

The City of St. Catharines is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Division to ensure your accessibility needs are accommodated throughout this process.