

Administrative Assistant (Receptionist) – Finance

The Township of Wilmot is currently seeking an **Administrative Assistant (Receptionist) – Finance** (1 year contract) to provide administrative support to the Corporate Services department and to provide efficient and courteous front line customer service to the public.

Responsibilities:

- Acts as the initial contact between the public and the Township. Provides positive customer service to the public (walk-ins and telephone) and responds to routine questions related to various departments. Directs the public to the appropriate department or individual in a courteous and efficient manner.
- Receives and processes all direct payments to the Township for property taxes, utilities, accounts receivable, dog tags and parking tickets.
- Responds to all inquiries regarding property tax accounts, and Level 1 customer complaints regarding water/wastewater accounts and general receivable accounts.
- Maintains log of rate payer inquiries / complaints / resolutions for reporting purposes
- Provides information to lawyers, mortgage companies and ratepayers regarding the status of property tax and utility accounts.
- Supports preparation, printing and distribution of tax and water/wastewater bills.
- Assists the Supervisor of Taxation and Revenue with preparation of annual tax roll.
- Maintains the filing system for the Finance Division.
- Assists other departments as assigned by the Director of Corporate Services.
- Performs other duties as assigned.

Qualifications:

- Ontario Secondary School Diploma or Ontario High School Equivalency Certificate.
- Minimum of two (2) years of experience in an administrative position in a related environment.
- Good working knowledge of office practices, word processing skills, combined with switchboard/reception experience.
- Excellent public relations, communications and organizational skills with a proven focus on customer service.
- Ability to deal with members of the public and outside agencies in a courteous and tactful manner.
- General knowledge of the Township.
- Ability to multi-task and handle confidential information relative to Township operations.
- A clean Criminal Record Check is required upon hire.

Resumes received after submission deadlines will be retained on file for six months and will be reviewed on an as-needed basis. We thank all applicants - only those selected for an interview will be contacted. Information collected will be used in accordance with Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection. Accommodations are available for the recruitment process. Applicants need to make their needs known in advance.

Working Conditions:

- Work is performed in an office setting in full view of the public.
- Work is subject to frequent interruptions and exposure to sensitive contacts requiring empathy and confidentiality, and subject to difficult contacts requiring composure and a calm demeanor.

Status: Full Time (1 year contract)**Pay Range:** \$49,037 to \$60,206 annually**Training and Development:** Paid training and professional development opportunities are offered with this position.**Work hours:** This position offers a schedule of 35 hours per week, Monday to Friday, between 8:30AM to 4:30PM.**Hybrid Work Opportunity:** No**Location:** Wilmot Administration Complex, Baden OntarioQualified applicants are invited to [apply online](#) by July 5, 2024.

We thank all applicants; however, only those selected for an interview will be contacted.

In accordance with [Municipal Freedom of Information and Protection of Privacy Act \(MFIPPA\)](#), personal information is collected under the authority of the Municipal Act and will only be used for candidate selection. Upon request, accommodations will be provided throughout the recruitment, hiring and employment process in accordance with the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#), and the Ontario Human Rights Code.

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