



Municipality of Central Manitoulin Employment Opportunity

Now hiring for the position of: Customer Service/Receivables Clerk

Permanent full-time position with competitive wages, pension, and benefit plans available.

A full job description with details of the position is attached below.

To apply, review the attached job description then submit a resume and cover letter attached as a single .pdf by email to Denise Deforge, the CAO/Clerk at ddeforge@centralmanitoulin.ca

Applications will be considered as they are submitted.

POSITION: Customer Service/Receivables Clerk

REPORTING RELATIONSHIP: Reports to the CFO/ Treasurer

PURPOSE OF POSITION:

- To Assist the CFO/Treasurer in the fulfillment of his/her statutory duties.
- To Assist the CAO/Clerk in the fulfillment of his/her statutory duties
- To assist in the administration and operation of the Municipal office.
- To administer special projects at the direction of the CAO/Clerk.

SCOPE OF POSITION:

- Works in accordance with the accounting and administrative policies and practices in the Municipality
- and according to the provisions of the Municipal Act, the Municipal Affairs Act and other Acts of Legislature.
- Expected to organize work, discuss priorities with the CFO/Treasurer

RESPONSIBILITIES: (see schedule "A" for further details)

- Assist the CFO/Treasurer in his/her statutory duties.
- Act as Assistant to the CAO/Clerk
- To act as office receptionist, handling and directing incoming public inquiries.

WORKING CONDITIONS:

- Usual public office conditions. Work is subject to hectic peak periods and to deadlines.
- Usual hours of work are 8:30 a.m. to 4:30 p.m. (1 hour lunch) for days worked.

WORKING RELATIONSHIPS:

- With CFO/Treasurer - Receive guidance and instruction in routine tasks.
- With CAO/Clerk- Receive guidance, instruction, and assignment of non-routine tasks.
- With Municipal Staff – Usual co-operation and courtesy.
- With the Public - Provide information; collect taxes, fines and fees; issue various permits and maintain a tactful relationship.

KNOWLEDGE AND SKILL

- Good filing and clerical skills, organizational skills.
- Responsible working experience in public office
- Good public relation skills and ability to exercise diplomacy.

IMPACT OF ERROR:

- Clerical and accounting errors would require additional time to trace and correct.
- Providing inaccurate information to the public would result in confusion, public annoyance and potential serious problems.

CONTROL:

- General supervision from CFO/Treasurer.

SALARY RANGE:

\$45,000 – \$60,000/Annually.

Schedule “A”

Customer Service

- Primary – telephone answering
- Primary – Public Contact at front desk

Taxation and Water/Sewer

- Assists with sorting all tax bills in preparation for mailing.
- Receive all tax and water/sewer payments at the front counter and by telephone.
- Explain tax bills to ratepayers and attempt to deal with complaints.
- Prepare necessary tax and water/sewer information as requested by ratepayers.

Accounts Receivable

- Set up AR invoicing in Asyst AR module when receivable is recognized.
- Receive all accounts receivable payments at the front counter and by telephone.
- Records AR payments in Asyst, and process bank deposits for all cash and cheques AR.

Miscellaneous

- Set up job interviews
- Sell dog tags at front desk.
- Sell garbage bag tags at front desk
- Loan out keys to contractors an invoice regularly.
- Prepares any miscellaneous reports required by the clerk.
- Maintain municipal records system.
- make travel arrangements for counsel and some staff, as necessary.
- Understand safe drinking Water Act and its application to municipal buildings.
- Order office supplies.
- Prepare and distribute the annual municipal newsletter.
- Filing office paperwork

Other Duties as Assigned