

Cashier Clerk (Temporary)

Job Requisition	JR-2025-173 Cashier Clerk (Temporary) (Open)
Job Family	CUPE
Start Date	2025-10-21
End Date	2025-11-05
Primary Posting	No
External Posting URL	https://vernon.wd10.myworkdayjobs.com/Vernon-Career_EXT/job/City-Hall-Building/Cashier-Clerk--Temporary-_JR-2025-173
Description	

Internal Closing Date:

Oct 29, 2025

External Closing Date:

Nov 5, 2025

Note: Posting comes off at 12:00AM on the closing date, with the competition closing at 11:59pm the day prior.

Hourly Rate:

35.15

Minimum Weekly Hours:

35

Subject to return of the incumbent.

Reporting to the Accounts Receivable / Cash Supervisor this position provides quality customer service to the public and is the first point of contact for inquiries in person and on the phone. The Cashier Clerk receives a wide variety of payments and is responsible to record and balance various cash amounts, processes information from source documents into the accounting system, and verifies the accuracy of data input.

Duties include:

- Acts as the first point of contact and responds to inquiries from the public, disseminating detailed information and assisting customers over the phone and in person.
- Receives payments, generates receipts and processes transactions in cash receipting system for a variety of items such as property taxes, utility bills, transit purchases, parking passes, and tickets.
- Processes online payments and web banking payment batches on a daily basis, addresses payment errors and escalates complex issues.
- Balances payments to total receipts on a daily basis, balances cash drawer, completes daily cash outs and prepares bank deposits.
- Assist customers in making applications for the City's pre-authorized payment programs for utilities and property taxes, performs data entry of banking information, and completes filing of signed forms.
- Provides factual information to the public in person, over the phone and in writing and/or refers the inquiry to the appropriate contact.
- Identifies and processes payments made at City Hall drop boxes, through mail, and through City internal payments.

- Provides members of the public with ticket appeal forms, and leak adjustment request forms.
- Contacts members of the public if errors are detected regarding payments and to make inquiries as to the purpose of any unidentified payments received.
- Prepares accounts payable requisitions for refunds related to cashier activity.
- Maintains mortgage files associated with Property Tax accounts from each financial institution.
- Sorts, collates, checks, processes, distributes, and files office records and City mail.
- Maintains inventory of, stationary and data processing supplies for City Hall.
- Handles requests and distribution and maintains inventory of different products to the public including but not limited to City Pins, bike locker keys, transit tokens, parking meter tickets, garbage tickets, parking passes and commercial vehicle decals.
- Investigates returned mail and re-mail, as per procedures.
- Prepares and delivers City Hall mail to post office.
- Performs data entry functions and clerical tasks for a variety of items related to cashing.
- Other batch computer input as required.
- Updates and maintains procedure manuals on a regular basis.
- Performs related work as required.
- All persons employed by the City of Vernon will be required to assist the City in providing emergency services. Duties assigned during an emergency may differ from regular duties.

Required Education and Experience:

- Business Administration - Accounting Certificate.
- Two years experience providing exceptional customer service to the public in a high-volume computerized cash environment.
- A combination of related education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Ability to deliver exceptional customer service by dealing courteously and tactfully with other City employees, departments and the public.
- Well-developed communication, discretion and public relations skills.
- Ability to investigate issues and problem solve.
- Proficiency in using word processing, spreadsheet, document storage and point of sale computer programs, scanning equipment and other office equipment.
- Demonstrated high level of accuracy with math and currency.
- Skilled in de-escalating public interactions in a calm and empathetic manner.
- Proficient with calculator (minimum 100 keystrokes per minute on number pad).
- Keyboarding speed of 40 wpm accompanied by a high degree of accuracy in data entry.
- Effective organization, time management and multi-tasking skills to prioritize and complete work in a high-volume environment, while paying close attention to detail. Ability to remain calm in stressful situations.

Preferred Education and Experience:

- Diploma in Business Administration – Accounting.
- Two years experience in a municipal setting or as a teller in a banking institution.

To Apply:

Please submit your resume, quoting the appropriate competition online at [vernon.ca/careers](https://www.vernon.ca/careers) by selecting “apply” and creating a candidate profile.

- Internal applicants are asked to apply using their worker profile.



By making application, you are authorizing the City of Vernon to verify, through whatever means deemed appropriate, any information included in your applicant profile.

The City of Vernon wishes to thank all applicants; however, only those candidates selected for an interview will be contacted. Please note that we are unable to accept phone calls regarding application status.

Worker Sub-Type	Fixed Term (Under 1 Year) (Fixed Term)
Location	City Hall Building
Time Type	Full time
Locations	
Supervisory Organization	Financial Operations