



Job Title: General Revenue Clerk (Full-Time)

Competition Number: CORP-18-26	Department: Corporate Services
Posting Category: Open	Division: Revenue
Job Type: Full-Time	Affiliation: CUPE Local 87
	Location: CA-ON-Thunder Bay
Min: CAD \$25.92/Hr.	Max: CAD \$31.69/Hr.
Pay Band: 6	Number of Positions: 1
Effective Date: January 1, 2009	Supersedes Date: New
Posted Date: March 21, 2026	Post End Date: March 31, 2026

The **City of Thunder Bay** provides exceptional quality of life to those who live, work, and play in Thunder Bay – a culturally vibrant, economically diverse community with a metro population of over 120,000. Located on the north shore of Lake Superior, under the protective watch of the Sleeping Giant, Thunder Bay is rich in people and resources, and connects Northwestern Ontario to the world. We value our high quality of life and promote a clean, green, beautiful, and healthy community that provides economic opportunity, respects diversity, and provides affordable and safe neighbourhoods that are accessible to all.

The City of Thunder Bay is a place where art, culture and nature come together!

POSITION SUMMARY: Under the general supervision of the Supervisor, responds to customer enquiries, performs billing, account maintenance, and payment processing functions, and performs general clerical duties.

MAJOR RESPONSIBILITIES:

- Maintains revenue billing and receivable system for address and ownership changes.
- Provides excellent customer service in responding to phone, mail and in person enquiries.
- Performs payment processing functions, including account updating, balancing, processing, and reconciling.
- Maintains payment programs for pre-authorized and mortgage accounts.
- Issues tax certificates and statement of accounts.

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- Performs account adjustments and account reconciliations as required.
 - Follows-up and redirects returned mail.
 - Liaises with Provincial and internal departments, property taxpayers and outside bodies as required.
 - Prepares statistical data for monthly and yearly reporting.
 - Performs general office duties as required.
 - Performs such other related duties as may be assigned.
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QUALIFICATIONS:

Education/Experience:

- Secondary school graduation; and
- One post-secondary course in introductory accounting, and/or business math; or
- Equivalent combination of education and experience

Skills/Abilities:

- Must have proficient written/oral communication skills in English
- Must be able to converse with the public in a courteous and tactful manner
- Must be at an intermediate skill level in word processing and spreadsheet software and must possess basic on-line data entry skills
- Must have an understanding of the practical application, terminology and theory of basic accounting principles

Assets:

- Proficiency in French written/oral language skills at an advanced level, as per Ontario Public Service Standard
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CONDITIONS OF EMPLOYMENT:

- Must undergo a successful Criminal Record and Judicial Matters Check (CRJMC)
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General Information:

As an equal opportunity employer, the City of Thunder Bay encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups and women.

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ONTARIO HUMAN RIGHTS CODE: It is a contravention of the Human Rights Code of Ontario to discriminate on the basis of: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, marital status, family status, disability, age, record of offences, gender identity or gender expression. Therefore, a resume submitted to the City must not include references to any of the above characteristics. Do not include:

- Photos
- Any certificates that have photo identification
- Driver's licences
- Police records checks

Note: The above documentation will be requested by the Human Resources & Corporate Safety Division should you be the successful applicant. If a Criminal Record Check is required, it will be requested by Human Resources should you be the successful applicant. Please do not submit your Criminal Record Check with your application.

ACCOMMODATION: Reasonable accommodations are available upon request for all parts of the recruitment process.

PRIVACY: Personal information on this form is collected under the authority of the Municipal Act, c. 302, as amended, and will be used to determine eligibility for employment. Questions about this collection of personal information should be directed to the Human Resources & Corporate Safety Division, 125 Syndicate Ave Suite 42, Thunder Bay, Ontario, P7E 6H8, Telephone: 625-3866

Application forms must reference the competition number and be submitted to Human Resources by 11:59 p.m. on the closing date.