

BUILD A CITY. BUILD A FUTURE.



Property Tax & Utility Representative 1

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** at the City of Surrey*

SCOPE

The Property Tax & Utility Representative 1 performs routine transactional, clerical, customer service, and cashiering duties within Property & Payment Services, supporting the collection of municipal revenues across multiple City locations. The role includes maintaining customer accounts, updating records, and responding to inquiries.

This position involves frequent public interaction in a high-volume environment, requiring strong interpersonal and customer service skills to maintain positive relationships, particularly in challenging situations.

EMPLOYMENT STATUS

Union - CUPE Local 402 - Regular Full-Time

RESPONSIBILITIES

- The Property Tax & Utility Representative 1 is responsible for clerical, cashiering and customer service duties related to the collection of various municipal revenues at various City locations.
- This position involves frequent public interaction in a high-volume environment, requiring strong interpersonal and customer service skills to maintain positive relationships, particularly in challenging situations.
- The successful candidate must communicate effectively both orally and in writing; succeed under the pressure of deadlines within a dynamic environment.
- Have working knowledge of property tax and utility functions, including procedures and policies and have knowledge of relevant Municipal and Provincial legislation, including City of Surrey by-laws.
- The ability to work within a team setting and with computer applications is also required.

QUALIFICATIONS

- Completion of grade 12 supplemented by a minimum of one business or accounting course equivalent to a current introductory business or accounting course at a recognized post-secondary institution.
- Minimum of 2 years recent clerical/customer service experience.
- An equivalent combination of education and experience may be considered.
- Experience related to customer service, processing customer transactions and conflict resolution preferred.

Other Information

Pay Grade: 15

Hourly Rate: \$34.25

Pay Steps	Hourly Rate
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Step 1	\$34.25
Step 2 (6 months)	\$35.24
Step 3 (18 months)	\$35.88
Step 4 (30 months)	\$37.23

APPLY

If you are interested in this opportunity, please apply at <https://www.surrey.ca/about-surrey/jobs-careers> to Job ID 7164.