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Town of Aurora

Employment Opportunity

Corporate Services

Division of Human Resources

Clerk, Revenue

Employment Type: Contract, Full Time (Up to 12 months)

Location: Aurora, Ontario

Salary Range: \$62, 055.59-76,107.29

Vacancy Reason: New Position

Closing Deadline: August 20, 2026

The Town of Aurora is located in the heart of York Region and just 30 kilometers north of Toronto. Our vision is to become a progressive community with a small-Town charm and our mission is to deliver exceptional services that make people proud to call Aurora home. Our workforce is talented, diverse, and committed to fostering a culture that exemplifies teamwork, embraces innovation, and values diversity, equity, and inclusion to achieve mission excellence. It is important that our workforce reflects the citizens we serve. Come join us at the Town of Aurora, "You're in Good Company".

Position Summary

Reporting to the Supervisor, Revenue, the Revenue Clerk will be responsible for all administration and clerical functions associated with the water/wastewater and property tax accounts. This position will analyze account balances, respond to public inquiries, and ensure appropriate collection methods are applied in a fair and consistent manner. In addition, this position will be responsible for the administration, review and monthly / annual reconciliation of miscellaneous accounts receivable.

Responsibilities

- Assist with water/wastewater billing operations by initiating meter readings, coordinating final and recurring billing processes, resolving billing exceptions, making account corrections, and coordinating the printing and mailing of bills.
- Manage water/wastewater accounts by initiating new residential and commercial accounts, confirming and verifying documentation with internal departments, generating work orders for meter-related services, and analyzing consumption patterns through regular audits to investigate anomalies and ensure compliance with Town policies and procedures.
- Provide customer service and account support by responding to water/wastewater and property tax inquiries from ratepayers, lawyers, collection agencies, and staff, preparing written correspondence, and administering pre-authorized payment plans and related account services.
- Coordinate collection and arrears recovery activities for water/wastewater and property tax accounts, including issuing arrears notices and certificates, establishing and monitoring payment arrangements, communicating with delinquent account holders, liaising with collection agencies, and transferring outstanding balances in accordance with municipal policies and applicable legislation.
- Monitor and maintain revenue and accounts receivable records by reviewing account activity and payment plan compliance, conducting follow-up on overdue accounts, administering miscellaneous accounts receivable, preparing collection documentation, maintaining legal and collection files, and coordinating collection efforts with internal departments and external stakeholders.

Qualifications

- Successful completion of a Community College Diploma in Business Administration, Accounting, Finance, or a related discipline or approved equivalent combination of education and public sector experience.
- Completion of the Municipal Tax Administration program is an asset.

- 1 to 2 years of demonstrated experience in municipal environment with emphasis on billing and collections.
- Strong analytical skills to interpret reports, data, studies etc., to identify problems and make evidence-based recommendations.
- Proficiency with MS Office Suite and familiarity with other related systems and software, e.g. Oracle.
- Working knowledge of the Municipal Act, Freedom of Information and Protection of Privacy Act, etc.
- Excellent interpersonal, communication and customer service skills.
- Ability to work in a fast paced, changing environment with a heavy emphasis on multi-tasking.
- Must hold a valid Class "G" driver's license and a reliable vehicle to use on Town business.

Successful applicants to this position will be required to provide a **Police Criminal Record Check** that is satisfactory to the Town prior to their start date at the applicants' own cost.

If you are interested in joining our dedicated team of municipal professionals, please visit our [Jobs - Town of Aurora](#) page and apply to the position directly.

The Town of Aurora is an equal opportunity employer that is committed to an inclusive, barrier-free recruitment and selection processes and work environments. We are committed to recognizing and celebrating the diversity of opinion, talent and expertise that make each person unique. We thank all applicants and advise that only those selected for an interview will be contacted.

Applicant information is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will be used to determine qualifications for employment with the Town of Aurora. Questions about this collection of personal information should be directed to the Human Resources Division at 905-727-3123.

Artificial Intelligence Transparency Notice

At the Town of Aurora, we are committed to transparency and fairness in our recruitment process. While we utilize a recruitment system (ADP Workforce Now) with Artificial Intelligence (AI) powered capabilities, we do not currently use AI technology to screen, assess or select applicants relating to the recruitment process. While our system is equipped with AI tools, we prioritize a human-centered approach to recruitment. All candidate evaluations are conducted through direct human interaction, ensuring that hiring decisions are based on a thorough review of qualifications, skills, experience, and corporate cultural fit. We remain committed to transparency, fairness, and compliance with all relevant legislation, including Bill 149, in order to protect the rights and privacy of all applicants.