

## Job Description

## Utility Clerk

### POSITION SYNOPSIS AND PURPOSE

(A position overview and how it aligns with corporate strategies)



The Utility Clerk is responsible for managing the billing, invoicing, and collection of the Municipality’s water and sewer accounts, as well as the billing and invoicing for solid waste services. Reporting to the Manager of Finance, this role ensures the accurate processing of utility accounts, including issuing shut-off notices, handling re-connection requests, and managing payment arrangements with utility users. Additionally, the Utility Clerk administers the low-income tax program and oversees the community group tax exemption policy, ensuring compliance with municipal regulations.

This position also plays a critical role in financial reporting and policy development, contributing to the overall financial integrity and operational efficiency of the Municipality’s utility services. By effectively managing these responsibilities, the Utility Clerk supports both the financial stability of the Municipality and the well-being of its residents.

### MAJOR RESPONSIBILITIES

(Position activities and allocation of time spent doing each activity)



Description	Approximate Time Spent (%)
<p><b>Billing and Invoicing Management</b></p> <ul style="list-style-type: none"> <li>• Prepare and issue bills for municipal utility services ensuring all charges are accurately applied and delivered promptly.</li> <li>• Manage disconnection processes, including preparing notices, coordinating with appropriate staff for unresolved issues, and handling re-connection requests.</li> <li>• Prepare invoices for the Solid Waste Management Facility and balance monthly scale records, reporting discrepancies to the Manager of Finance.</li> <li>• Continually update account database information for all utility and Solid Waste accounts.</li> </ul>	<p>30%</p>

Description	Approximate Time Spent (%)
<p><b>Collection and Payment Processing</b></p> <ul style="list-style-type: none"> <li>Oversee the collection of payments for water and sewer services, including issuing shut-off notices for overdue accounts and managing payment arrangements with utility users.</li> <li>Meet with customers to establish payment plans, monitor compliance, and report any breaches of agreement to the Manager of Finance.</li> <li>Assist with front office duties, including payment acceptance, answering inquiries, and supporting general customer service operations.</li> </ul>	25%
<p><b>Financial Reporting and Policy Development</b></p> <ul style="list-style-type: none"> <li>Generate detailed financial reports on utility billing, invoicing, and collections, and prepare reports for the Audit and Internal Control Committee.</li> <li>Assist in the development and refinement of policies related to utility services, including billing, collections, and customer service procedures, ensuring alignment with best practices and regulatory requirements.</li> <li>Maintain and enhance internal control processes to ensure accuracy in financial transactions, including the creation of “how to” reports for financial systems.</li> </ul>	10%
<p><b>Customer Service and Public Interaction</b></p> <ul style="list-style-type: none"> <li>Respond to customer inquiries regarding utility and Solid Waste bills, payments, and service-related issues, providing accurate information and resolving concerns promptly.</li> <li>Educate utility users on payment options, policies, and available programs, helping to foster positive relationships between the Municipality and its residents.</li> </ul>	30%
<p><b>Compliance and Record-Keeping</b></p> <ul style="list-style-type: none"> <li>Ensure all billing, collections, and program administration activities comply with relevant municipal, provincial, and federal regulations.</li> <li>Maintain comprehensive and accessible records of all utility transactions, correspondence, and financial activities, ensuring they are available for audit and review purposes.</li> <li>Manage the petty cash fund, including the disposition of funds, acquiring proof of expenditure from staff, and reconciling the fund monthly.</li> </ul>	5%

**\*Note:** All activities are expected to be performed in a safe manner, in accordance with the *Occupational Health and Safety Act* and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

## MINIMUM QUALIFICATIONS

(Must Have)



### Education (degree/diploma/certifications):

- A degree or diploma in business, accounting, or equivalent from a recognized post-secondary institution.
- A degree in accounting is considered an asset.

### Experience:

- Three to five years of related experience.

### Knowledge/Skill/Ability:

- Strong understanding of accounting.
- Experience with municipal accounting and experience with SAP financial software would be considered assets.

## WORK CONDITIONS



### Contacts and Nature of Interactions

Frequency Legend			
<b>Constant</b> – every day for most of the day	<b>Occasional</b> – bi-weekly to monthly		
<b>Frequent</b> – daily	<b>Rare</b> – once in a while		
<b>Regular</b> – weekly			
Contact (Title)	Internal / External	Frequency	Nature of Interaction
Manager of Finance	Internal	Frequent	Discuss billing, collections, financial reports, and policy implementation.
Utility customers (residents/businesses)	External	Frequent	Address inquiries, process payments, and manage billing issues.

Contact (Title)	Internal / External	Frequency	Nature of Interaction
Municipal auditor	External	Rare	Provide documentation and support during audits.
Front office staff	Internal	Frequent	Collaborate on customer service, payment processing, and administrative tasks.
Director(s)	Internal	Occasional	Coordinate on disconnections, collections, and legal matters.
Solid waste management staff	Internal	Regular	Coordinate solid waste billing and reporting discrepancies.
Low-income tax program applicants	External	Regular	Assist with applications and ensure program compliance.

Interactions with contacts are generally courteous and collaborative, although occasional exposure to rudeness or conflict may occur.

### Work Demands

#### This position spends approximately:

- [100]% of the time indoors
- [0]% of the time outdoors
- [0]% of the time driving a vehicle during work

#### Physical effort:

- Prolonged sitting
- Data entry tasks
- Document filing
- Light lifting (files/documents)

#### Mental effort:

- High concentration
- Multitasking
- Problem-solving
- Accuracy in billing

**Hours of work:**

- Regular

**Work Location:**

- On-site (100% of work performed on-site)
- Hybrid (Combination of on-site and remote work)
- Mostly Remote (Most time spent working remotely with limited time spent in the office)

Note: Mostly remote positions are required to attend regularly scheduled team meetings, training, and collaboration opportunities on-site. Appropriate notice will be provided.

**ACCOUNTABILITY AND INITIATIVE**



**Independent Decision Making:**

- Payment plan management
- Billing discrepancies resolution

**Financials and Budget:**

- Revenue tracking
- Financial reporting

**Confidential Information:**

- Customer data protection
- Secure financial records

**Creativity and Ingenuity:**

- Process improvement
- Customer communication strategies

**Leadership, Supervision and Functional Advice**

**Employees this role manages or supervises:**

- n/a

**Functional advice this role may provide and to whom it is provided:**

- n/a

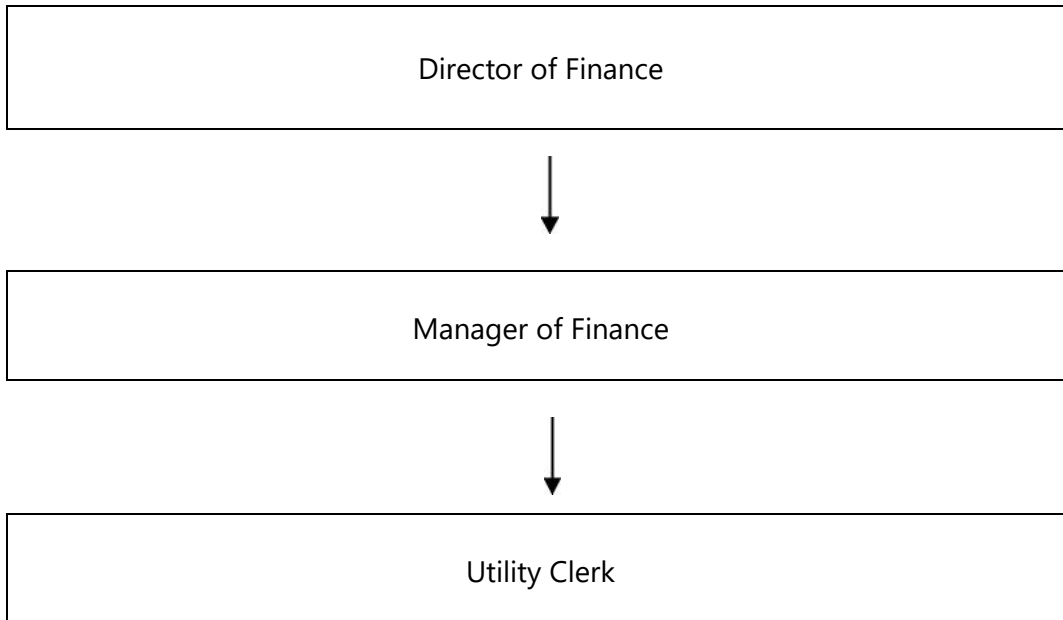
**POSITION CLASSIFICATION**  
 (Where this position fits)



<b>Position Title:</b> Utility Clerk	<b>Division:</b>
<b>Department:</b> Finance	<b>Classification:</b>
<b>Positions Supervised Directly:</b> N/A	<b>Reports to (Direct):</b> Manager of Finance
<b>Salary Grade:</b> 2	<b>Positions Supervised Indirectly:</b> N/A
<b>Hours per week:</b> Regular	<b>Work Location:</b> Administration Building
<b>Effective Date:</b> November 10, 2020	<b>Revision Date:</b> September 8, 2024

## Organizational Chart

The reporting relationship of this position to others within the immediate department.



## APPROVAL

---

Once the job description has been completed, ensure the Department Head or CAO has reviewed the document, discussed any points and/or comments that have arisen, and made changes accordingly.

Forward the final version, with all applicable signatures, to Human Resources.

**Manager Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Department Head or CAO Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Human Resources Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_