

### POSITION SYNOPSIS AND PURPOSE

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



The Finance Clerk is responsible for managing all front desk operations at the Region of Queens Municipality Administration Building's main entrance, with a primary focus on payment processing, main reception duties, handling calls and forwarding inquiries. This role ensures that all financial transactions, including tax payments, utility bill payments, and other municipal fees, are processed efficiently and accurately. The Finance Clerk also serves as the first point of contact for residents and visitors, providing exceptional customer service, managing inquiries, and directing individuals to the appropriate departments.

In addition to front desk responsibilities, the Finance Clerk provides administrative support to the Department of Finance, including balancing cash, creating and sending invoices, processing electronic fund transfers, and assisting with various clerical tasks such as typing reports, filing, and accepting low-income tax exemption applications. This position plays a crucial role in maintaining the Municipality's financial integrity and ensuring a welcoming and efficient front office environment.

### MAJOR RESPONSIBILITIES

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



Description	Approximate Time Spent (%)
<p><b>Front Desk Operations</b></p> <ul style="list-style-type: none"> <li>• Serve as the primary point of contact for all residents and visitors, greeting customers, answering inquiries, and directing individuals to the appropriate departments.</li> <li>• Accurately receive and process payments for municipal property taxes, utilities, building permits, dog tags, parking fines, and other municipal fees, ensuring timely and secure transactions.</li> </ul>	<p>35%</p>

Description	Approximate Time Spent (%)
<ul style="list-style-type: none"> <li>• Maintain the dog registration database, collect payments for dog tags, and generate reminder notices, coordinating with the By-Law Enforcement Officer for fee collection.</li> <li>• Prepare and issue tax certificates for financial and legal institutions, ensuring timely approvals and issuance.</li> <li>• Maintains schedule for farm market bookings and coordinates with Bylaw Enforcement to ensure proper process.</li> </ul>	
<p><b>Financial Administration</b></p> <ul style="list-style-type: none"> <li>• Balance daily cash transactions, including handling and reconciling parking meter coin deposits, and ensure accuracy in cash handling.</li> <li>• Maintain accurate and organized records of all financial transactions, including processing low-income tax exemption applications, tax certificates, and other municipal documents.</li> <li>• Posting electronic fund transfers, online payments, tracking and posting post-dated cheques, and supporting the finance team in various clerical tasks as needed.</li> <li>• Act as an alternate for the Utility Clerk when required and participate in special projects or initiatives as assigned by the Manager of Finance.</li> </ul>	35%
<p><b>Finance Administrative Support</b></p> <ul style="list-style-type: none"> <li>• Provide general administrative support, including typing letters, preparing reports, managing filing systems, and scanning documents for electronic storage.</li> <li>• Assist residents with completing Low-Income Tax Exemption Forms, Senior Tax Rebate Forms, and other applications, providing guidance and ensuring accurate submission.</li> <li>• Creates and sends all tax and utility billing and invoices.</li> <li>• Provides support for tax sales.</li> <li>• Other general administrative functions for entire administrative staff.</li> </ul>	30%

**\*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 management, accounting, or equivalent from a recognized post-secondary institution.
- A degree or diploma in accounting would be considered an asset.

### Experience:

- Three years of related experience.

### Knowledge/Skill/Ability:

- Office and administration office software.
- Interacting and providing service to customers in a friendly and professional manner.
- Advanced mail merge experience considered an asset.
- Experience with financial software, experience with SAP is considered an asset.

## 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
Residents, businesses, and visitors	External	Constant	Assist with inquiries, payments, and various municipal services.
Manager of Finance	Internal	Frequent	Report on daily transactions, receive guidance, and discuss ongoing tasks.

Contact (Title)	Internal / External	Frequency	Nature of Interaction
Finance department staff	Internal	Frequent	Collaborate on financial transactions, records, and administrative tasks.
By-law enforcement officer	Internal	Regular	Coordinate on dog registration payments and related records. Provide some clerical support as needed.
Tax clerk	Internal	Daily	Collaborate on tax certificate issuance, invoicing, and related tasks.
External service providers	External	Daily	Process payments, handle EFTs, and resolve issues related to financial transactions.
Land Use staff	Internal	Regular	Forward and process applications for permits and related documents.
Legal and financial institutions	External	Daily	Provide tax certificates and other required financial documents.

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
- [5]% of the time driving a vehicle during work

#### Physical effort:

- Prolonged periods of sitting
- Frequent computer use
- Handling cash transactions
- Eye strain

#### Mental effort:

- Sustained concentration, including with frequent interruptions
- Multitasking in busy environment
- Managing customer interactions and inquiries

**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:**

- Resolve front desk inquiries independently
- Determine appropriate handling of payments

**Financials and Budget:**

- Ensure accurate payment processing
- Balance cash and financial transactions (daily)
- Generates and sends tax and utility billing

**Confidential Information:**

- Handle sensitive customer, ratepayer, and visitor information
- Maintain confidentiality of municipal information and records

**Creativity and Ingenuity:**

- Improve front desk processes
- Adapt to customer needs and inquiries

**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:**

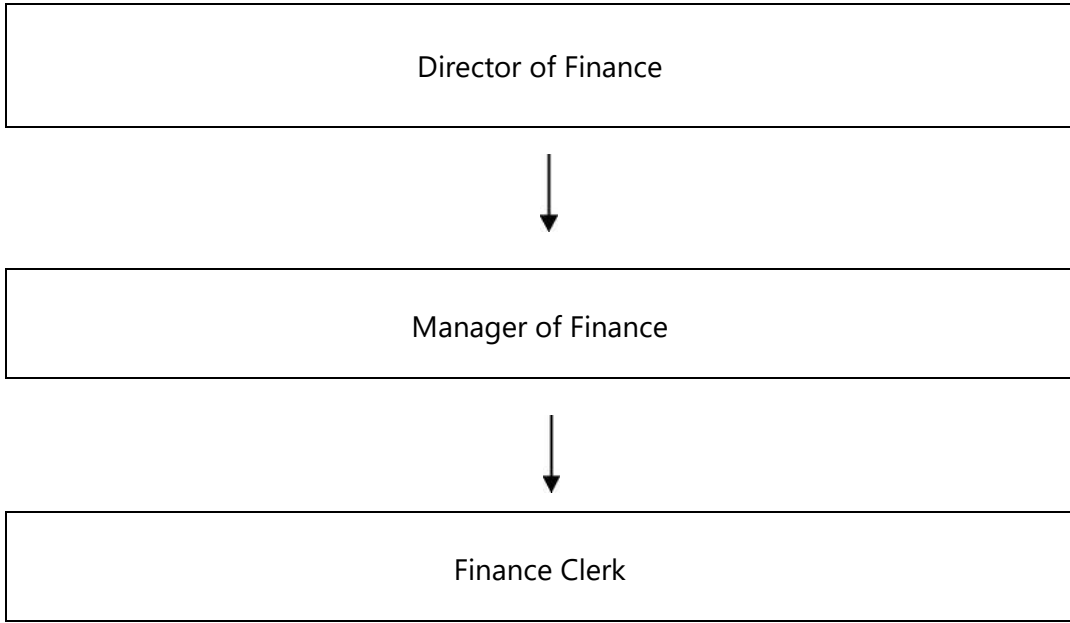
**POSITION CLASSIFICATION**  
 (Where this position fits)



<b>Position Title:</b> Finance Clerk	<b>Division:</b>
<b>Department:</b> Finance	<b>Classification:</b>
<b>Positions Supervised Directly:</b> 0	<b>Reports to (Direct):</b> Manager of Finance
<b>Salary Grade:</b> 2	<b>Positions Supervised Indirectly:</b> 0
<b>Hours per week:</b> Regular	<b>Work Location:</b> Administration Office
<b>Effective Date:</b> November 10, 2020	<b>Revision Date:</b> November 8, 2024

**Organizational Chart**

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



**APPROVAL**

---

**Director Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**CAO Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_