

# Accounting Assistant (Utility Billing Clerk)

## Job Description

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### Job Information

Title:	Accounting Assistant
Department:	Finance
Immediate Supervisor:	Treasurer
Rate of Pay:	Per CUPE Local 259 Collective Agreement
Hours of Work:	Per CUPE Local 259 Collective Agreement
Benefits:	Per CUPE Local 259 Collective Agreement



### Job Summary

The Accounting Assistant (Utility Billing Clerk) is responsible for providing customer service to the public and performing a variety of accounting and clerical duties. The assistant will be an effective team member whose contributions will assist in the achievement of departmental objectives.

### Organizational Status

The Finance Department manages the delivery of financial services, financial reporting, financial planning and budgeting processes, benefit administration, and information technology services.

The Department works closely with other municipal departments and provides assistance to them as required.

### Essential Duties and Responsibilities

1. Responsible for water/wastewater utility billing, including calculation of bills, preparation of pre-billing estimates, printing and mailing all utility bills and running and distributing post-billing reports.
2. Complete work orders for new customer connections and disconnections, and all transactions for closed and/or transferred utility accounts.
3. Post and edit meter reads, review calculations, verify discrepancies, and make necessary corrections.
4. Research and investigate billing errors, discrepancies and adjustments, and report any ongoing issues to the supervisor.
5. Process payments received in person, by mail, facsimile and from banking institutions, ATM and debit machine payments.
6. Balance daily cash receipt deposits and perform nightly closing procedures to maintain accurate records.
7. Prepare various account reconciliations and related journal entries on a monthly basis.
8. Resolve customer services issues related to water and wastewater billing in person and by phone; escalate issues to supervisor as appropriate; and/or refer customers to other departments as appropriate.
9. Assist with and complete as directed or assigned various financial and general accounting activities such as accounts receivable, payroll, property taxes and accounts payable.
10. Control and balance records and summaries and complete year-end reports and reconciliations.
11. Cross-training is required for the performance of duties of other office personnel in their absence.
12. Assist in achieving corporate excellence through information provision, problem solving and teamwork.

## **Required Education / Work Experience**

1. Minimum of a post-secondary Business Administration diploma in accounting and/or finance.
2. Minimum one year experience in an accounting environment.
3. Experience with Vadim-iCity Software will be considered an asset.
4. Experience working in a municipal environment will be considered an asset.

## **Required Skills and Abilities / Work Demands**

1. Demonstrated strong organizational skills with the ability to prioritize work in order to meet deadlines.
2. Excellent networking and interpersonal skills to interact with staff, Council, management and members of the public. These skills are required to represent the municipality and maintain its prestige and image as well as to provide a strong teamwork environment.
3. Apply effective customer service techniques; respond to customer inquiries and complaints in a courteous, understanding and concerned manner.
4. Excellent oral and written communication skills.
5. Excellent skills in Microsoft Office including its spreadsheet application.
6. Excellent mathematical skills and ability to prepare general accounting journal entries.
7. Ability to maintain sustained attention to detail in checking and recording financial transactions.
8. Excellent computer skills with the capacity to promptly learn new computer software programs relevant to the municipality.

## **Other**

The statements contained in this job description reflect general details necessary to describe the principal duties and responsibilities, the education and work experience, and the skills and abilities required. It should not be considered an all-inclusive listing of work requirements. Individuals may be required to perform other duties as assigned as well as work in other departments to cover absences, provide relief, equalize peak work periods, or balance workloads.