



POSITION DESCRIPTION

POSITION:	Reception/Receipting Clerk (Casual)
REPORTS TO:	Deputy Treasurer
DATE:	June 06, 2024

PART I - DESCRIPTION OF JOB REQUIREMENTS

General Office Responsibilities

- Greet customers at front reception counter and assist with inquiries or complaints
- Answer main line telephone and assist with inquiries or complaints
- Respond to in person, telephone and email inquiries for property taxation information
- Open, sort and distribute mail
- Coordinate courier pickup
- Maintain office equipment, including photocopier, postage machine and telephone system
- Manage office supply inventory and place weekly orders
- Organize and update communication board and pamphlets in front lobby
- Issue landfill cards and sell miscellaneous municipal merchandise
- Assist ratepayers with locating information in MPAC roll books and maps
- Provide photocopies/scan and faxes to the general public

Finance Responsibilities

- Process front counter cash receipts and online payments
- Execute Tax Certificate requests

- Administrate property tax address changes
- Assist Tax Collector with ratepayer inquiries and discrepancy resolution
- Participate in preparation of mailing property taxation bills and arrears notices
- Issue customer invoices for all municipal departments
- Administrate annual arena board advertising program
- Manage collections for outstanding accounts receivable
- Reconcile petty cash
- Complete month end closing activities for accounts receivable
- Execute Commissioner of Oath duties
- Process all PAP applications enrollments and removal
- Maintain all property tax returned mail and redistribute

Other Responsibilities

- Complete background research for office equipment
- Other duties, as assigned

PART II - The following section headings will help describe the technical skills, education, experience and working conditions under which the incumbent is required to perform the job:

Technical Skills and Education

- The incumbent must be proficient in municipal finance related functions and procedures
- The incumbent must have a thorough knowledge of word-processing, database, spreadsheet and financial computer software applications including proficiency with internet and email.
- The incumbent must have a thorough knowledge and skill base in office functions

- The incumbent must be able to communicate effectively with members of the public in a responsible and professional manner
- The incumbent must be able to analyze and investigate problems and make recommendation for improvements
- The incumbent must be able to work independently and in a team environment and provide leadership to team members
- The incumbent must be an integrative thinker and negotiator
- The incumbent must be flexible, adaptable and responsive to change
- The incumbent must have excellent planning/time management and organizational skills and be able to maintain focus within a fast paced and sometimes disruptive work environment

Experience and Training

- Preferred candidate will have a minimum of two years experience in general accounting and finance functions
- College Diploma majoring in Business Administration
- Experience in a customer service environment

Working Conditions:

- Regular hours of work are 10:00 a.m. to 4:30 p.m. with a ½ hour unpaid lunch period for a total of 30 hours per week
- Lieu time will be provided at straight time provided that extra work requirements are pre-approved by the Deputy Treasurer