



### Position Description

Title:	Utilities Clerk
Reports to:	Manager of Finance
Status:	Full-time
Classification:	Administrative
Location:	Town Hall, 493 Main Street
Hours:	Monday – Friday, 8:30 am – 4:30 pm
Salary:	Individual Contributor

### Scope:

The Utility Clerk is responsible for issuing all Utility invoices for two Electric Utilities and one Water Utility, along with all the associated preparation, analysis, and customer service. Additional accounting duties will be required outside of the billing function to support the Finance Department as a whole.

### Qualifications

- Accounting Diploma or Equivalent
- Familiarity working in an office setting including skills in business communications, office practices and procedures, and computer skills (Microsoft Office Suite, TownSuite)
- Experienced and well versed in Excel and Word
- Highly organized individual with attention to detail
- Ability to work with diverse groups of people and strong diplomatic and customer service skills.
- The incumbent must understand the importance of maintaining confidentiality when dealing with personal information of residents
- Ability to prioritize multiple tasks and deadlines
- Ability to focus and function in a busy, high traffic office, with shifting priorities.

### Summary of Principle Duties and Functions

- Responsible for all aspects of utility billings, which includes, but is not limited to, maintaining meter records, creating route reports, adding new customer accounts, entering and maintaining data, analyzing data and issuing invoices.

- Provides support to residents relating to the Utilities including, but not limited to, responding to inquiries, creating and maintaining payment plans and, issuing deposit refunds
- Responsible for issuing monthly interest and statements, as well as administering disconnection notices
- Administration of electric permits and scheduling inspections
- Works collaboratively with other departments on maintenance needs including, but not limited to scheduling work orders and maintaining inventories
- Responsible for various reporting including monthly sales summaries, Statistics Canada Reporting, Reporting to Measurement Canada
- Various accounting functions, including issuing purchase orders, maintaining records for various bank accounts, journal entries, etc.
- Supports the Town and Finance Department as assigned by the Finance Manager, which includes assisting with the annual budget, annual audit, as well as weekly, monthly & quarterly internal reporting
- Act as a back up for the front-end operations of Town Hall as needed, including answering telephones, processing transactions, fielding public inquiries on a variety of topics, and other duties as required
- Attend meetings and training as required
- Other duties as assigned