



Position Title: Finance Assistant-Customer Service

Department: Administration

Reports To: Deputy Treasurer

Status: Full Time Permanent

This job description is: New Revised X

Job Summary:

Reporting to the Deputy Treasurer, the Finance Assistant-Customer Service is responsible for the telephone and front counter reception duties at the Township Office as well as being responsible for completion of administrative functions for various departments.

Duties and Key Responsibilities:

Provide initial reception to telephone and front counter enquiries.

Responsible for opening the office, preparing the cash, debit and counter for start of day.

Receive payments and provide receipts for a variety of Township services such as (taxation and utility billings, invoices, building permits, miscellaneous items, etc), issue waste disposal tags and dog licenses, assist residents with completion of Township forms, maintain all necessary records as required, and refer complex requests or concerns to appropriate Township departments.

Assist with distribution of tax and arrears notice mailings.

Create mortgage reports of billed property taxes and send to all mortgage companies.

Retrieve, organize and deliver mail, email and fax correspondence received by the Township to appropriate departments and file various records to appropriate locations.

Processing receipts and preparing bank deposits (cash, cheque, interac and telephone/internet banking).

Prepare tax certificate requests as well as zoning/work order applications.

Process ownership and address changes.



Maintain waste site control records and supplies.

Order and maintain office supplies as required. Order meeting supplies and lunches for meetings as required.

Update and maintain municipal website as required.

Record bookings for Town Hall and Council Chamber.

Act as key coordinator for shared office equipment (photocopiers, postage machine, folding machine and laminator) and arrange for maintenance/repairs and order supplies, as required.

Provide administrative support to the CAO, Treasurer and Deputy Treasurer.

Responsible for conference arrangements for Council and Staff.

Assisting with social media posts and updating the electronic sign with community/township events.

Other duties as assigned.

Supervisory Responsibilities:

The incumbent has no supervisory responsibilities.

Job Specifications:

Must have minimum Grade 12 high school diploma.

Must have Post-Secondary School Diploma in a two (2) year Business Administration program or related field of equivalent exposure to office responsibilities.

Two (2) years' experience in an office setting, ideally in a municipal or public sector environment of asset.

Demonstrated cash handling and balancing experience normally acquired through progressively responsible experience.

Demonstrated superior public relations and communication skills.

Demonstrated computer skills in Microsoft Office (Word, Excel, PowerPoint, Outlook) is mandatory.

Familiarity with Keystone Complete would be an asset.



Key Performance Competencies:

Demonstrated ability to perform a wide variety of office related tasks and change focus quickly.

Demonstrated ability to work effectively with a team and maintain constructive working relationships.

Demonstrated ability to deal with upset customers/clients and resolve conflicts.

Demonstrated ability to clearly and effectively present information through the spoken and written word.

Demonstrated ability to work within a municipal government structure.

Demonstrated ability to maintain confidences and promote an ethical work environment.

Demonstrated ability to ensure the confidentiality of all corporate information and transactions are in accordance with the Municipal Freedom of Information and Protection of Personal Privacy Act.

Demonstrated ability to act in accordance with established guidelines, follow standard policies, procedures, and legislation such as *Occupational Health and Safety Act*; *AODA*, etc.

Working Conditions:

Work is in an office environment at the Township Office.

Normal stress associated with office interruptions, customer enquiries and handling the occasional upset resident.

Contacts:

Internal:

Council Members, CAO, Treasurer, Deputy Treasurer, Department Heads and other municipal staff for the exchange of information.

External:

- General public to convey or exchange information.
- Lawyers and employees of legal offices.
- Financial Institutions.
- Auditors, as required, to provide information.