



Making a difference...together

Employment Opportunity

Administrative Clerk

Finance & Technology – Financial Services

Competition	19/120
Status	Regular Fulltime
Hours of Work	70 hours bi-weekly
Rate of Pay	\$28.94- \$30.82 per hour
Review of applications begins	4:00pm on June 12 ,2019

Summary

The Utility Accounts Billing Supervisor, the Administrative Clerk 1 provides exemplary customer service including front line reception and cashier duties by responding to customer inquiries, receiving and processing payments for utility accounts and other departmental revenue, as well as administrative duties for the Financial Services Division.

Duties & Responsibilities

- Provides front-line cashier services by receiving & posting payments for approximately 25,000 utility accounts and miscellaneous departmental revenue into computerized financial system.
- Provides front-line reception duties including internal and external inquiries, receiving tenders and aiding visitors for scheduled appointments.
- Receives and responds to various customer inquiries regarding utility accounts, applying and communicating applicable CRD bylaws.
- Receives and calculates adjustments for changes in ownership/tenancy, following up on queries with law firms or owners when applicable.
- Verifies customer payments made on account through system reporting, correcting adjustment when applicable.
- With the approval of the Supervisor, applies applicable bylaw fees or adjustments to customer accounts.
- Tabulates and balances cash, cheques, direct/debit, telephone, computer and bank payments for water accounts and miscellaneous revenue.
- Processes bank deposits and meets daily bank deposit deadlines.
- Documents, verifies, calculates and receipts payments for water services and meter applications.
- Co-ordinates new utility services and meter installations with the Engineering and Operations Division.
- Receives new and updated customer information and inputs relevant information into computerized utility billing system.
- Initiates work notifications for the attention of the Operations Division following up with customer when applicable.
- Responsible for courier and mail service, sorts and delivers received items to appropriate divisions.
- Responsible for the administration and balancing of Petty Cash fund.
- Updates and maintains billing department procedures manual.
- Performs accounting and general administration duties using SAP, Excel and Word, and clerical office work.
- Initiates customer calls regarding delinquent accounts prior to shut-off service.
- Orders and maintains inventory of office supplies.
- Assists with processing and bulk mailing of water invoices.
- Follows all policies, procedures and standards of the CRD.

- Performs other related duties as required.

Qualifications

- One year certificate program, such as office administration or business administration including the completion of introductory accounting courses.
- A minimum of two years' cumulative office and basic bookkeeping experience preferably within a local government environment.
- Excellent communications (verbal and written), interpersonal and customer service skills are required.
- Ability to type 55 wpm
- Ability to deal with difficult customers
- Ability to complete accurate reconciliations and calculations with accuracy and speed
- Proficiency and experience with minor accounting functions, word processing (MS Word), spreadsheets (MS Excel), email, water billing system (SAP) software
- Switchboard operation experience
- Experience with cash handling
- Ability to organize and prioritize workload and work effectively under deadline pressures
- Ability to follow direction and ask for clarification when required.
- Must possess a valid BC Driver's Licence (Class 5).

Applications

To apply for this exciting opportunity, please submit your resume and covering letter online at www.crd.bc.ca under "[Careers](#)".

The CRD wishes to thank you for your interest and advises that only those candidates under active consideration will be contacted.

