



## **POLICY & PROCEDURE**

**Title:** Utility Clerk

**Category:** Administration

**Date:** January 26, 2021

**Authority:** CAO

**Policy No.:** 8.3.7

### **POLICY STATEMENT**

This policy statement establishes the job description for the position identified herein.

### **POSITION SUMMARY**

1. The Town of Unity establishes that in accordance with the organizational chart for the Town, this position is included with the Collective Bargaining Agreement as negotiated with C.U.P.E Local 2752, the position is classified as in scope.
2. Under the direct supervision of the Assistant CAO, it shall be the duty to carry out all duties of Utility Billing, Accounts Payable, Accounts Receivable, as well as any other Administrative and clerical services as required.  
*(Subject to change from time to time)*

### **DUTIES AND RESPONSIBILITIES**

Utility including but not limited to:

- Responsible for performing all duties of the utility billing, including recording address/billing changes, past due reminders, final notice for unpaid utilities, shut off water services for nonpayment, balancing of utilities and meter deposits, etc.

Accounts Payable including but not limited to:

- Responsible for all Accounts Payable functions:
  - Code invoice to proper account, enter invoices, post invoices, print cheques, list of accounts for approval, month/year end tasks, etc.

Accounts Receivable including but not limited to:

- Responsible for performing all Accounts Receivable functions:
  - Issuance of invoices, follow up and collection for past due accounts at month end, month/year end tasks, etc.

General Office Duties including but not limited to:

- Preparation of bi-monthly Council packages for Drop Box.
- Clerical work of answering phone calls, emails, or other inquiries, and refer customers to the proper official.
- Front counter work to collect taxes, utility accounts, license fees, plus any other accounts due to the Town. Ensure deposits are performed once receipts accumulate to the sum of \$3,000.
- Responsible for dealing with Bylaw Enforcement, Public Works, Recreation, and General Government for the issuance/filing of documents including Order to Remedy, warnings, etc.
- Management of Office Inventory, Municipal Records, Cemetery, and Hall bookings.
- Processing of incoming and outgoing mail.
- Assist other staff due to absences and/or excess workload.
- Quarterly Newsletter
- Responsible for the issuance/delivery of minutes, reports, letters, and any other documents as required by the CAO.
- Perform all other duties as may be directed by the CAO.

## **PREFERRED QUALIFICATIONS AND CREDENTIALS**

- Minimum Grade 12
- Experience in computerized systems.
- Proven communication and public relations skills.
- Ability to work independently, to prioritize the workload and complete tasks in an organized manner.
- Willingness to further education/training courses as recommended by the CAO.
- Microsoft Office/data entry experience.