



## **Revenue Clerk Water & Wastewater**

We're recruiting energetic people who share our values of teamwork, respect, honesty and commitment. You'll be joining a team of dedicated, professional and committed co-workers, willing to go the extra mile. Our mission is to lead and serve Fort Erie by pursuing opportunities, leveraging partnerships and managing our resources to achieve growth. The bar is set high, but we will help you reach it!

Adept at organizing multiple demands, you will maintain water/sewer accounts, assist with billing and collections and interact with customers. The successful candidate will have an OSSD and a post-secondary diploma from a Business/Accounting program or equivalent and one year of experience in billing cycles. You have a working knowledge of accounting practices relating to the processing of accounts receivable including billing and collections and an applied technical knowledge of computers and financial applications (i.e. MS Office, tax/water systems, Customer Management System). Specific knowledge of the Municipal Act and associated regulations and procedures pertaining to water and wastewater rates and billing is an asset. You have the ability to prioritize demands, meet deadlines and possess excellent mathematical, analytical and reasoning skills.

This union position offers a starting hourly rate of \$27.42, based on 37.5 hours weekly and a comprehensive health and benefit package.

If you are looking for an opportunity to learn and grow and promote positive change in a friendly, safe environment, we'd love to hear from you!

***Fort Erie...a welcoming, prosperous connected  
community of choice***

The deadline for receiving application is **12:00 Noon on Friday, January 27, 2023**. [Click here to apply.](#)

We will contact candidates selected for an interview. The evaluation process may include a practical assessment, background, credit and criminal record check. Personal information is collected under the *Municipal Act, 2001* to determine employment suitability. The Town of Fort Erie is an equal opportunity employer. Accommodation is available to candidates upon request.

# Revenue Clerk – Water/Wastewater

CUPE Local #714 - Band 3

Page 1 of 3

**Department:** Corporate Services  
**Division:** Revenue & Collections  
**Reports to:** Manager, Revenue and Collections

## Position Objective:

Maintain water/sewer accounts, assist with billing and collections and interact with customers.

## Duties & Responsibilities

1. Respond directly to customer enquiries/requests regarding new/existing accounts, name/address changes, billing procedures, resolve billing issues, initiate investigation of irregular usage; refer complex/policy-related enquiries to appropriate person.
2. Ensure master files for water and wastewater accounts remain accurate and current, process work orders from Water & Wastewater Division, effect changes and/or corrections, correspond with tenant, lawyers, owner and/or mortgage holder as appropriate.
3. Calculate, prepare and send monthly bills, reminder notices; process service disconnections in consultation with Water & Wastewater Division.
4. Upload/download data to/from meter reading devices.
5. Perform account adjustments for manager's approval, add/update pre-authorized payment information, prepare in-year billings/refunds and correspondence.

## Education & Experience

- **Education (Knowledge)** - OSSD or equivalent plus an additional program of over one (1) and up to two (2) years (Business/Accounting diploma)
- **Experience & Training** - Over six (6) months up to and including one (1) year (Experience required to learn billing cycle and Town procedures)

## Knowledge

- Technical knowledge of accounting practices relating to the processing of accounts receivable including billing and collections
- Applied technical knowledge of computers and financial applications (i.e. MS Office, HCL Notes, tax/water systems, CRM)
- Specific knowledge of Municipal Act and associated regulations
- Specific knowledge of Municipal by-laws, policies and procedures pertaining to water and wastewater rates and billing
- Technical knowledge of typical office equipment
- General knowledge of various corporate services, policies and procedures
- Applied knowledge of processing cash transactions

# Revenue Clerk – Water/Wastewater

CUPE Local #714 - Band 3

Page 2 of 3

## Skills & Ability

- Excellent communication and customer service skills
- Perform data entry and computer-based financial calculations accurately and promptly
- Operate ten-key adding machine
- Operate mail processing machine
- Perform mathematical calculations
- Responds to enquiries; deals with or settles requests, complaints or clarification of information
- Maintains accurate records
- Adapts to change, learns and practices new skills
- Ability to maintain an effective working relationship with co-workers, associates and external customers in a team environment, sometimes under adversarial conditions
- Demonstrated organizational and analytical skills
- Exercise discretion and respect confidentiality
- Attention to detail and accuracy

## Supervision of Others

Direction of others is not normally a job requirement, but there may be required to show others how to perform tasks of duties

## Work Demands

- **Initiative & Judgement** - Assignments are covered by well-defined methods and procedures (Utility and collection policies and procedures). Some latitude for organizing work or exercising judgement within established guidelines. Most unusual problems are referred to the Senior Clerk or Manager.
- **Mental Effort** – Regular effort (approximately 50% of the time). Concentration of on precision work, multiple demands. Visual and/or listening with some choice of action to seek relief (Attention for computer use, listening/speaking on the telephone)
- **Physical Effort** - Regular effort (approximately 50% of the time). Activities such as keyboarding, lifting, pushing/pulling awkward objects, sitting for long periods (Processing monthly billing)
- **Dexterity** - Coordination of fine movements where speed is a moderate consideration (Data entry)
- **Accountability** - Incorrect or inappropriate decision or actions have obvious effects on some embarrassment to the Municipality, adverse public relations and requires intervention by senior staff to deal with the repercussions (Impact billing information and could affect safeguarding of confidential client information)
- **Safety of Others** - Little degree of care required to prevent injury or harm to others
- **Interpersonal Skills** – Deal with of settle requests, complaints or clarification of information (i.e. customer billing enquiries, resolve problems)
- **Disagreeable Conditions** - Minor conditions of frequent exposure (Office Environment)
- Work to deadlines

# Revenue Clerk – Water/Wastewater

CUPE Local #714 - Band 3

Page 3 of 3

## Position History

2009 - This position was renamed Revenue Clerk - Utilities during collective bargaining

2017 - It was renamed Revenue Clerk – Water/Wastewater during collective bargaining

July 2017 - This Job Description was reviewed for AODA compliance and organizational changes and reporting.

April 2020 – This Job Description was updated and revised following the Joint Job Evaluation Maintenance process.

October 2020 – Job Description reviewed for content and accuracy by the Manager, Revenue & Collections

  
\_\_\_\_\_  
Chief Administrative Officer

  
\_\_\_\_\_  
Date