

<b>Cavan Monaghan Job Description</b>
---

Position: <b>Finance Customer Service Representative</b>
--

Reports To: Director of Finance/Treasurer
---

This Job Description is amended: October 2023
---

Page 1 of 3
-------------

## **Job Summary**

Reporting to the Director of Finance/Treasurer, the Finance Customer Service Representative position is the first point of contact providing confidential exceptional front-line customer service and administration. This position focuses on general customer service and cashier functions; however, this position also includes customer interfacing levels across all municipal departments. This position is a proactive and engaged member of the finance department, providing assistance in a respectful and professional manner to our residents/customers and to the municipality in reaching our goals.

This position processes payments and balances depository for property taxes, utilities and other user fees and charges and adheres to, policies and procedures established for revenue based financial transactions including account reconciliations in accordance with by-laws and municipal statutory requirements.

This position is responsible for incoming and outgoing mail services, coordination of service/repair of reception office equipment and maintenance of inventory of office supplies.

This position keeps abreast of current legislation and municipal practices.

## **Duties and Responsibilities**

### **Reception / Customer Service**

- Primary telephone and in-person front-line reception responding to resident/visitor general inquiries and routing individuals to the appropriate staff/department.
- Provide first line of information regarding property taxes, utilities and other services, including but not limited to; by-laws; municipal policies; hours of operation, assessment rolls and maps.
- Responsible for processing of incoming and outgoing mail/courier shipments and the administration and/or distribution of communications (faxes, e-mails, mail, courier, etc.).
- Receive, date stamp and distribute all incoming mail.

- Coordinate purchases of general office supplies (i.e. pens, paper, toner, etc.) ensuring adequate office supplies are always on hand and maintaining a coffee supply.
- Coordinate service/repair of reception office equipment (i.e. network printer/copier, mailer, scanner, folder, fax, and telephone).
- Responsible for telephone system including maintaining updated voice message and daily retrieval of the main line voicemail.
- Scan and save municipal documents in accordance with the Records Retention By-law.
- Secure building and set security system at closing, if required.

## **Financial**

- Receive payments at counter by cash/cheque, debit and credit for property taxes, utilities, animal licensing, burn/building permits, bulk water, work order, zoning, tax certificate requests and other user fees and charges, etc.
- Verify, reconcile, and prepare receipts for deposits; record receipts through the financial software system and issue receipts; ensure accuracy of information stub compared to payment; separate postdated and non-Canadian cheques from regular deposit.
- Maintain a cash float and ensure proper cash handling procedures are followed.
- Enter postdated tax payment batches according to annual property tax due dates.
- Prepare cash receipt batches, and downloads, for property tax and utility payments.
- Balance and complete all reception cash receipt deposits for municipal depository.
- Inform taxpayers of due dates, provide forms/documents, contact information and solve tax inquiries to assist taxpayers. Provide accurate tax and utility account information to callers and visitors to front desk.
- Update property ownership and mailing address changes on the municipal roll file.
- Re-print tax bills, utility bills and/or statements as required.
- Scan and save invoices and distribute invoices/statements to appropriate departments for payment processing.
- Provide financial administration services to the finance department, as directed by the Director of Finance, and other duties as assigned.

## **Job Knowledge/Education**

- Minimum two (2) year post-secondary education in Business, Business Administration or Accounting.
- Minimum one (1) year experience in customer service, cash receipting, cash handling and balancing.
- Strong customer service and troubleshooting skills.
- Multi-tasker, with solid interpersonal skills that allow one to work effectively in a diverse working environment.
- Strong work ethic and positive team attitude with the ability to work well under pressure.
- Excellent administrative, communication, organizational and time management skills are required for this deadline-oriented position.
- Proficiency in Microsoft Office (Excel, Word, PowerPoint, Outlook) with advanced spreadsheet knowledge and computer skills.
- Knowledge of Public Sector Accounting Practices, Generally Accepted Accounting Principles and Municipal Government policies, practices and reporting requirements would be an asset.
- Additional courses/webinars completed through OMTRA (Ontario Municipal Tax and Revenue Association), MFOA (Municipal Finance Officers Association), or AMCTO (Association of Municipal Managers, Clerks and Treasurers of Ontario) would be an asset.

Please note: The above statements reflect the general details considered necessary to describe the principal functions of the job identified and shall not be considered as a conclusive description of all work required in the position. This job description may be subject to change to meet organizational or operational requirements.

**Reviewed By:**

---

**Chief Administrative Officer**

---

**Date**