



Administration Clerk II (Utilities/Taxes) Employment Opportunity

Town of Crossfield Administration Department

Reporting to the Director of Corporate Services, the position of Administration Clerk II (Utilities / Taxes) is responsible for the processing and maintenance of bi-monthly municipal utilities and assists with the maintenance of municipal taxes. This position is also responsible for providing high-quality customer service to the public, as well as providing other administrative functions. The Administration Clerk II (Utilities / Taxes) role with the town can be varied in nature, and includes but is not limited to the following:

Essential Functions - Utility Coordinator:

- Responsible for all functions related to municipal utilities.
- Maintain the utilities database to ensure residents and industrial owners are set up with the correct information for billing purposes.
- Review water meter readings and ensure the proper amount is reflected on the utility billings.
- Process semi-monthly utility billings and send to residents and industrial owners.
- Set up and process pre-authorized payments for residents and industrial owners for utility payments.
- Receive utility payments and book to the appropriate account.
- Follow up on the collection of utility payments to ensure maximum cost recovery for the town.
- Send out appropriate documentation for water meters (broken, new) to the residents or industrial owners.
- Work with operations to resolve water meter issues on a timely and accurate basis.
- Follow up on the water meter issues to ensure both residents, industrial owners, and the town are satisfied with the resolution of the issues.
- Ensure new residents or industrial owners have the proper paperwork completed for move in and move out.
- Send out appropriate documentation for utility penalties to residents and industrial owners.

Taxes

- Maintain the tax database to ensure residents and industrial owners are set up with the correct information for billing purposes.
- Set up and process pre-authorized payments for residents and industrial for tax payments.
- Assist the Financial Officer in the follow-up of the collection of tax payments to ensure maximum cost recovery for the town.
- Receive tax payments and book to the appropriate account.
- Send out appropriate documentation for tax penalties to residents and industrial owners.
- Complete the monthly Alberta Land Titles.

Crossover Duties

Receptionist:

- Assist customers at the front counter, answering phones, or via emails.

- Process payments for utilities, taxes, business licenses, animal licenses, hall rentals, arena rentals, permits, and other miscellaneous revenue.
- Listen to residential and industrial owner complaints and assist in resolving the issues with other departments.
- Assist customers with booking rooms in the Community Hall.
- Process payments received (online, office, phone, electronic funds transfer) and book to the appropriate account.
- Process the daily deposit ensuring all accounts are balanced and the deposit is ready for the bank.
- Process registrations for town events, recreation programs and day camp programs.
- Liaison between residents and garbage/recycling contractors.

Bulk Water

- Maintain the database for bulk water vendors.
- Process monthly bulk water invoices to vendors.
- Receive bulk water payments and book to the appropriate account.
- Follow up on the collection of bulk water payments to ensure maximum cost recovery for the town.

Cemetery

- Assist in the maintenance of the database for the cemetery.
- Process payments for cemetery plots and the columbarium.
- Assist customers in booking rooms in the Community Hall.
- Provide professional and comforting assistance to those who are in the middle of grief in the loss of a loved one.

Qualifications

An experienced administrative professional with a minimum of three years along with specialized training in a related field (ideally utility processing & maintenance) along with demonstrated, outstanding customer service skills (both internal and external).

Knowledge:

- Considerable knowledge of municipal operations, specifically in municipal Software – Muniware,
- Considerable knowledge of all legislation that might apply to municipal operations,
- Working knowledge of the Government of the Province of Alberta Municipal Government Act,
- Some knowledge of financial management,
- A general knowledge of public relations.

Skills:

- Ability to effectively organize work and establish priorities,
- Ability to follow written and oral directions effectively,
- Work in a team environment
- Ability to establish and maintain a high degree of public relations,
- Strong coordinating skills are critical,
- Strong interpersonal skills,
- Strong communication skills, both verbally and written,
- Planning, scheduling and coordinating skills are critical,
- Effective negotiating skills are required,
- Ability to develop and deliver quality customer service is required,
- Effective and creative problem-solving skills are required,
- Ability to effectively represent the interests of the Town.
- Must be computer proficient, especially in the use of Microsoft Office products.

- Must be available evenings and occasional weekends.
- Must possess current Standard First Aid and CPR certification.
- Must possess a valid Class 5 driver's license.
- Must provide a current criminal background check prior to being hired.

The position is a full-time position (Monday to Friday) and may include evenings and occasional weekends.

The Town of Crossfield offers an excellent benefits plan, pension plan, and competitive wage.

Interested parties are invited to submit resumes outlining their qualifications to:

Lindsey Nash, Director of Corporate Services
Town of Crossfield
Box 500, Crossfield, Alberta T0M 0S0
Email town@crossfieldalberta.com
Fax: 1-403-946-4523

The position will remain open until a suitable applicant is selected.

Salary: \$49,830.00 per year

Please Note: All applicants must be legally entitled to live and work in Canada.

We thank all applicants for their interest; however, only those selected for interviews will be contacted.