



TOWN OF CROSSFIELD EMPLOYMENT OPPORTUNITY Administration Clerk I (Receptionist)

Reporting to the Director of Finance and Administration, the Administration Clerk I is responsible for the statutory and administrative functions of the Municipal Clerk. This will be accomplished by delivering excellent front line service and providing reliable performance for all administration duties. The Administration Clerk I is a dynamic role with plenty of room to grow. The role is varied in nature, and includes but is not limited to the following:

Duties and Responsibilities

- Meeting and assisting citizens at the front counter, answering phones, and emails.
- 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.
- Handling citizens concerns and complaints and assist in resolving the issues with the appropriate departments.
- Assist with the issuance of dog and business licences.
- Create and distribute tax certificates and provide tax information.
- Assist citizens with booking rooms in the Community Hall.
- Process registrations for town events, recreation programs and day camp programs.
- Liaison between residents and contracted waste and recycling providers.
- Process weekly reconciliation of transfer site.
- Other general office duties as assigned.

Required Qualifications

- Completion of grade 12 education or equivalent GED.
- Experience of three years in Municipal Administrative related work would be an asset.
- Customer service aptitude, ability to deal with difficult situations with tact and diplomacy.
- Basic knowledge of financial activities.
- Proficient with computers and all aspects of MS Office; knowledge & proficiency with Muniware software.
- Ability to maintain confidentiality in dealing with private and sensitive customer information.
- Working knowledge of relevant and applicable federal, provincial, and municipal legislation, including the *Alberta Municipal Government Act*, and other associated bylaws, regulations, and policies would be an asset.
- The incumbent will be required to work 5 days per week (35 hours). The Town of Crossfield offers an excellent benefits plan and competitive wage.

Interested parties are invited to submit resumes outlining their qualifications the Town office by 4:00 p.m. Jan. 28, 2022:

Town of Crossfield
Lori Heikkila (Director of Finance and Administration)
Box 500, Crossfield, Alberta T0M 0S0
Email: lorih@crossfieldalberta.com

Only those selected for an interview will be contacted.