

Employment Opportunity

Position: Utility Billing Clerk

Status: Full Time, Permanent

Vacant Positions: 2

Department: Corporate Services

Date: September 13, 2024

Reports to: Manager of Accounting

Salary: \$50,150 - \$58,200

General Accountability

Reporting to the Manager of Accounting, the Utility Billing Clerk is responsible for ensuring the precise billing of water and electric utilities to the Town's customers and for the timely collection of amounts due. This role, shared between two clerks, involves receiving, posting, and balancing cash receipts for all Town transactions within the Town's financial information system. Both clerks collaborate on tasks such as exporting and importing utility reads for meter readers, assisting with Property Tax-related activities and inquiries, and managing miscellaneous billing processes. Additionally, each clerk responds to customer inquiries related to utility billing and general Town-related matters. The clerks also share responsibility for managing the full-cycle bookkeeping process for the Alternative Resource Energy Authority (AREA).

Responsibilities

Utility Billing & Front Counter

- Oversee the establishment and updating of utility accounts, including the documentation of meter changes, processing final bills, and calculating and receiving deposits.
- Communicate with utility representatives to address service initiation, meter modifications, and resolve potential meter errors promptly to ensure accurate billing.
- Input meter readings electronically and manually, review and address discrepancies or omissions, and perform accurate billing calculations. Generate and distribute invoices to customers through traditional and electronic methods. Prepare and manage miscellaneous billings as required.
- Receiving payments from customers electronically, through mail, or in person and ensuring those receipts are properly posted, balancing those receipts on a regular basis, preparing and physically making those deposits when required.
- Responding in a timely and accurate manner to customer inquiries or directing those customers to an appropriate source.
- Regularly review accounts receivable to determine necessary collection actions. Establish and monitor payment arrangements, issue collection notices, recommend service disconnection where appropriate, and escalate unresolved accounts to collection agencies.
- Prepares all collection files and forward to the collection agency in a timely manner
- Perform general tasks related to Town billing and cash receipting functions.
- Review and update billing codes to comply with regulatory requirements.
- Execute monthly routines including the calculation and application of penalties and levies, preparation of account aging reports, and pre-authorized billing calculations.
- Assist walk-in clients with inquiries and complaints, providing direction to the appropriate departments as necessary.
- Perform other tasks as assigned by management.

Property Tax Billings

- Review and update billing codes in accordance with regulatory changes.
- Provide administrative support throughout the tax sale process.
- Prepare and manage documentation related to bankruptcies, ensuring timely processing.
- Record, research, and reissue returned property tax bills, ensuring accurate corrections.
- Prepare, process, and document various tax-related refunds.
- Issue tax statements and receipts with accuracy and attention to detail.
- Process and manage adjustments to tax accounts.
- Assist in maintaining mortgage accounts, including adding or removing mortgage company interests.
- Assist the tax certificate.

Collections Activities

- Regularly review accounts receivable to determine necessary collection actions.
- Establish and monitor payment arrangements, issue collection notices, recommend service disconnection where appropriate, and escalate unresolved accounts to collection agencies.
- Prepares all collection files and forward to the collection agency in a timely manner

Bookkeeping Duties (supporting AREA Treasurer)

- Full cycle accounts payable processing: matching, batching, coding and entering invoices into accounting software, complete periodic cheque runs
- Process employee expense reimbursements
- Review documentation to ensure accuracy and completeness, ensuring proper approval has been completed
- Prepare monthly power purchase invoices for municipal electric utilities
- Enter purchase orders as needed
- Process payments and apply to appropriate receivable invoices
- Other administrative duties as needed

Qualifications

Education

- High school diploma or equivalent.
- Associate's degree in accounting, business administration or related field preferred.

Experience

- Three years experience working with bill automated systems or other relevant experience.
- Preferred experience includes a demonstrated ability to effectively manage collection activities.

Skill

- Possess working knowledge of Microsoft Office Suite, including Word, Outlook, and Excel applications, and Diamond or related accounting software.
- Strong attention to detail and organizational skills.
- Excellent verbal and written communication abilities.
- Ability to handle sensitive information with confidentiality.

Attributes

- Team player and solid communicator; strong interpersonal skills including conscientiousness, diplomacy, flexibility, and dependability
- Possess outstanding problem-solving skills
- Ability to work independently with minimal supervision on routine assignments
- Able to manage multiple tasks and prioritize effectively.

Relationships

The Utility Billing Clerk will collaborate closely with colleagues within the Corporate Services Department to ensure efficient departmental operations. Externally, the role involves interacting with the public both in person and via telephone, handling payments, addressing inquiries, and directing individuals to the appropriate departments as needed. The position also requires coordination with various external agencies, including but not limited to the Alternative Resource Energy Authority (AREA), financial institutions, law firms, the Assessment Department, real estate agents, the Registry of Deeds, property management firms, and appraisers.

Additional Information

The successful candidate must supply a recent Criminal Records Check

How to Apply

The review of applications will begin on September 20, 2024 and will continue until both positions are filled or the search is cancelled.

To apply for this position, please submit your cover letter and resume by email to jobs@townofantigonish.ca. Incomplete applications may not be considered.

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