

TOWN OF NIVERVILLE

<i>Section</i>	Personnel	<i>Classification</i>	
<i>Subject</i>	Utilities Clerk Job Description	<i>Pages</i>	3
<i>Authority</i>	Chief Administrative Officer	<i>Effective Date</i>	
<i>Approved (date and resolution number)</i>	July 23, 2020	<i>Index Number</i>	

POSITION TITLE:	UTILITIES CLERK
REPORTS TO:	OFFICE MANAGER

POSITION SUMMARY

Performs utility billing/inquiries, cemetery and by-law administration; and assists in all other areas of office duties as required.

PRIMARY ACCOUNTABILITIES

1. Performs utility water and sewer invoicing, record management and responds to billing inquiries.
2. Serves as primary point of contact on all cemetery requests, including but not limited to:
 - a. Invoicing cemetery clientele and completing any follow-up responsibilities;
 - b. Maintenance of all cemetery records - both hardcopy and online;
 - c. Responsible for preparing annual financial analysis with recommendations to Office Manager on rate adjustments to ensure cost stability of service; and
 - d. Responsibility to prepare operations manual.
3. Serves as primary point of contact on all by-law administration requests, including but not limited to:
 - a. Providing administrative support to the by-law officer;
 - b. Tracking of notices issued to residents and any follow-up responsibilities;
 - c. Working with residents and violators on concerns.
4. Provide back-up reception duties, including answering, resolving or redirecting incoming telephone calls and concerns at the front counter, general receipting, process supporting

documents for animal licenses and recreation rentals/class registration, preparation of documentation, running errands, processing mail, janitorial duties for meeting room, etc.

5. Other duties as requested by either the CAO or Office Manager.

SKILLS REQUIRED

Ability to:

- Organize and coordinate personal office responsibilities.
- Interpret and make decisions in accordance with laws, regulations, and established policies.
- Work cooperatively yet independently with other Town employees and the public.
- Communicate orally, in the English language, with employees and the public in face-to-face one-on-one settings, in group settings, or using a telephone.
- Have self-control as this job requires maintaining composure, keeping emotions in check, controlling anger and avoiding aggressive behaviour, even in very difficult situations
- Comprehend and make inferences from written material.
- Learn job-related material primarily through oral instruction and observation. This learning takes place mainly in an on-the-job training setting.
- Work effectively under pressure and with frequent deadlines, interruptions, complaints and peak workload periods.
- Valid Class 5 Manitoba Driver's license
- Ability to handle confidential or sensitive information with discretion.

TECHNICAL COMPETENCIES

- Ability to enter data with a high level of efficiency and accuracy
- Practical knowledge and experience in computer systems for business applications
- Previous Office experience desired
- Have experience working within a professional office with some accounting skills. Any combination equivalent to experience and education that would likely provide the required knowledge and abilities would be qualifying. Generally, this will require satisfactory completion of high school supplemented by accounting and clerical coursework.
- Previous experience in a municipal setting is considered an asset
- Strong organizational and analytical skills

CORE COMPETENCIES

- ✓ Integrity & Trust Seen as a direct, truthful individual; widely trusted and adheres to a strong set of core values.

- ✓ Accountability Understands the role of leadership; makes oneself accountable to manager(s)/ supervisor(s) relating to one's work performance.

BEHAVIOURAL COMPETENCIES

- ✓ Interpersonal Skills..... Relates well to all kinds of people inside and outside the organization.
- ✓ Attention to Detail Ensures information, task or assignment is completed thoroughly and accurately.
- ✓ Conflict Resolution Pursues a variety of approaches to manage and resolve concerns, disagreements, and conflict.
- ✓ Financial Management Can prepare, review and provide updated financial information as required.
- ✓ Problem Solving..... Identifies problems and uses logic, judgment, and data to evaluate alternatives and recommend solutions to achieve the desired organizational goal or outcome.
- ✓ Time Management..... Is conscious of time and work quality and how it relates to task completion, through appropriate communication with supervisors, adequately preparing and following through with assignments in a timely manner.

GENERAL:

Employee is expected to work 30 hours per week, with ability to flex schedule as needed.

PROBATION PERIOD

The employee shall have a 3-month probation period, if a new hire.

PLACE OF WORK

Work location: Administration Office, 329 Bronstone Drive