

**Job Posting: #2021-20**

**Job Title: Customer Service & Taxation Clerk**

Department: Corporate Services

Reports To: Manager, Revenue

Status: 14 Month Contract (Maternity Leave)

Hours per Week: 35

Salary: \$43,379 to \$52,727

**Application Due Date: Friday April 30, 2021**

### Position Summary

This position provides customer service as the initial corporate contact and corporate administrative support, coordinate initial response and redirection of telephone enquiries and mail, provide community information, process payments, and assist in the coordination, collection and recording of vital statistics information and lottery licencing. Responsible to provide property taxation services, assisting in the billing and collection of taxes and maintenance of property tax accounts.

### Role Specific Duties & Responsibilities

#### Customer Service:

1. Act as primary contact person for the Municipality in providing customer service skills via counter, e-mail or telephone in responding to enquiries/complaints; performing initial contact screening, call redirection, and performing record management of incoming calls. Maintain and promote the public image and public relations aspect of the Municipality with integrity, professionalism and deportment when dealing with all matters ensuring confidentiality is maintained.
2. Assist with all external inquiries and internal inquiries with regard to taxes, financial records, and other inquiries including recreation program registrations, parks and facilities rentals, general information, blue box, and garbage bag tag sales, dog tags etc.
3. Perform cashier functions such as accepting, balancing and processing payments for tax and water payments, recreation program registrations and facility rentals and general receipts which involves cash handling and balancing cash drawer.
4. Perform administrative functions and provide assistance during peak times which includes:
  - a) accepting permits;
  - b) processing/distributing mail for all departments; printing faxes/e-mails, distributing to applicable staff and filing as required; e-mailing correspondence or replies as required;
  - c) organizing courier contact and document pickup;

- d) maintaining confidentiality and confidential municipal records;
- e) assisting with circulations, notices/letters, tax mailings and utility billing;
- f) receiving and date stamping tender documents;
- g) providing community information.

#### Accounts Receivable:

1. Process pre-authorized tax payments twice monthly and on instalment due dates; create pre-authorized payment notifications bi-annually.
2. Reconcile tax sub-ledger with general ledger; calculate penalty and interest on outstanding tax accounts.
3. Download and process electronic bill payments for taxes and utility accounts received from various financial institutions.

#### Property Taxation:

1. Receives and responds to all tax related enquiries unless specifically requesting the Revenue Coordinator, providing strong customer service skills.
2. Assist the Revenue Coordinator in the billing and collection of taxes, as required; process adjustments to tax accounts as requested.

#### Other Administrative Support:

1. Coordinate the purchase of corporate office supplies for all departments.

### General Duties and Accountabilities

1. Maintains a high degree of confidentiality and security of information at all times.
2. Perform other duties as may be assigned in accordance with department and corporate objectives.
3. Work in compliance with the *Occupational Health and Safety Act*, and other applicable legislation, department policies/procedures/practices, operational guidelines, and perform safe work practices.

### Required Certifications and/or Health and Safety Requirements

- None

### Education, Skills and Experience

1. OSSGD required plus business courses; diploma in Business or related discipline preferred.
2. 2 years' related customer service experience preferably in a municipal environment and significant experience in cash handling.

3. Thorough working knowledge of Microsoft Windows and Office applications, and office equipment.
4. Strong skills in communication (written, oral and interpersonal), organizational, public relations, customer service and time management. Possess a friendly, positive outgoing personality.
5. Ability to maintain confidentiality, be tactful in all dealings, and be self-motivated.
6. Ability to multi-task, to work with interruptions, and to display common sense and patience.

### Physical Demands and Working Conditions

- Physical demand requires considerable sitting and computer usage. Working conditions are in a standard office environment with exposure to verbal criticism from the public.
- Normal hours of work are 35 hours per week, Monday to Friday; attend occasional evening meetings, as required.

### Contacts and Interactions

- Communicates regularly with with municipal staff, tax payers, community groups, and the general public.

### Applicant Information

**Interested qualified applicants are invited to forward their cover letter and resume in a pdf format directly to the Municipality quoting Job #2021-20 by Friday April 30, 2021 to:**

[jobs@meaford.ca](mailto:jobs@meaford.ca)

Attention: Human Resources

The Municipality of Meaford is committed to providing a barrier-free workplace. If accommodation is required during the selection or interview process, it will be available upon request.

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

Personal Information is collected under the authority of the Municipal Act for the purpose of candidate selection, and all information will be stored and used in accordance with the Municipal Freedom of Information and Protection of Privacy Act. For further information about this data collection, please contact [jobs@meaford.ca](mailto:jobs@meaford.ca).