

Municipality of the District of Shelburne
Position Description

Title: Customer Service Representative	Department: Finance
Reports to: Director of Finance	
Status: <input type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input checked="" type="checkbox"/> Summer <input checked="" type="checkbox"/> Term	
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Casual	

Position Summary:

Customer Service Representative position in the Finance Department shall be responsible for assisting the Finance/Administrative Office operation of the Municipality including greeting customers, receiving and processing payments, answering telephone calls, processing mail, filing, typing letters and reports, posting electronic fund transfers, issuing dog tags, processing low income tax exemptions applications, and balancing cash daily. This position description is a general scope of duties and does not limit Management’s ability to assign other responsibilities to this position from time to time.

General Responsibilities:

1. Work in the Finance/Administrative Office’s front counter answering questions, directing residents to the appropriate staff person, accepting payments and financial applications, as well as answering and directing telephone calls.
2. Assist with processing and distributing incoming mail each day and ensures outgoing mail is delivered to the post office.
3. Receive and assist with the process of resident low-income tax exemptions applications.
4. Assists with folding and mailing of invoices.
5. Update property owner address changes through Single Address Initiative.
6. Balance cash at the end of each workday, along with preparing daily cash sheet and bank deposit for Brinks.
7. Posts electronic fund transfers (EFT’s), credit cards, cheques including post-dated when current, and other funds when received.
8. Process Construction and Demolition (C&D) site cash and payments when received and post to appropriate account.

9. Answers inquiries respecting dog tags, issues dog tags, processes payments, and maintains a master list of dog tags issued and owner identification with contact information.
10. Processing payment for Recreation Programs.
11. Respond to all customer and vendor inquiries on a daily basis in a timely manner, documenting all conversations in the financial system.
12. Provides guidance, assists residents, and processes Senior's Tax Rebate Forms.
13. Processing payments for Building Permits.
14. Assisting the Tax Clerk with folding, filing and mailing of Tax Sale letters and creating folders with checklists for each property.
15. Assisting the Tax Clerk in finding phone numbers or contact information for those on the Tax Sale listing.
16. File Accounts Payable.
17. Match monthly electronic payments reports from the bank to the Accounts Payable invoice payments.
18. Assists with other finance/administrative department functions in the absence of other staff or when requested to do so by the Director of Finance.
19. Participates in bank deposit rotation with other staff to assist with segregation of duties of financial staff.
20. Deliver the USA deposit to the bank.
22. Other duties as assigned by the Director of Finance from time to time.

Skills Required:

1. This employee must exercise a high degree of accountability in all aspects of their job and are expected to work independently and follow checks and balances for all tasks.
2. Experience in processing data provided by other staff and creating financial reports.
3. Strong diplomatic, negotiation, and conflict resolution skills to tactfully handle resident questions and concerns.
4. High degree of analytical thinking, planning, prioritization, and execution skills.
5. Effective attention to detail and a high degree of accuracy.

6. Must be able to effectively communicate both verbally and in writing at a professional level with proper grammar and language.
7. Highly proficient in Microsoft Office and experience working with TownSuite financial software.
8. The incumbent must be confidential in all aspects of their employment.
9. This employee must recognize that they are a public servant and must show utmost respect always when dealing with other staff, the general public and Council.

Hours of Work:

This is a non-union position that operates in the Finance Department of the Municipal Administration Building located at 136 Hammond Street, Shelburne. Regular hours of work are Monday to Friday, 9:00 am to 4:30 pm (32.5 hours per week). This position is subject to Municipality of Shelburne's Budget approval for the fiscal year 2022/2023. Hourly wage for the position is approximately \$15 per hour. Term for this position is between April 4, 2022 and September 2, 2022.