

Township of Southgate
JOB DESCRIPTION

Date of Update: October 2024	Finance Assistant – Utility and General Receivables
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Section A: Position Description

1) Position Identification

The purpose of this section is to determine your current position within the organization.	
Job Title: Finance Assistant – Utility & General Receivables	Supervisor’s Job Title: Treasurer
Standard hours of work per week: 35 hours per week	Eligibility to Group Insurance: Yes Eligibility to OMERS: Yes
Location of Position: Hopeville Administration Office	Department / Division: Finance
Employment Status: Permanent Full Time Salaried	Pay Band: 12

2) Scope of Position (A maximum of three sentences.)

The Finance Assistant – Utility and General Receivables is responsible for processing wastewater/water billings, municipal facility bookings and processing general receivables as well as responsible for the solid waste administrative functions.

This position shares in the responsibility of front counter/reception duties, answering phones, taking payments and providing customer service.

Key Responsibilities	Tasks	Percent of Time
Utility Receivables	<ul style="list-style-type: none"> - Process, print and mail wastewater/water billings (bi-monthly), past due notices and collections (as needed). - Update customer records regarding relocations and/or property sales and arrange meter readings to issue final bills. - Provide water certificates as requested by solicitors. - Maintain wastewater and water billing ledger, journal, customer history, etc. - Setup all new wastewater/water accounts - Records the transfer of eligible uncollected utility receivables to tax roll. - Responsible for maintenance of accounts and balances of bulk water station. 	50%
Facility Administration	<ul style="list-style-type: none"> - Receive bookings and issue contracts for rentals of municipal facilities - Issue invoices and collect payment for use of municipal facilities 	10%
Customer Service	<ul style="list-style-type: none"> - Provide customer service at the front counter, answering phones, etc. including taking payments at front counter. 	10%
Solid Waste	<ul style="list-style-type: none"> - Maintain waste cart database when new serial numbers are assigned. - Issue invoices for waste carts and annual tipping fees. - Process Waste/Landfill/Transfer station cash receipts. - Issue Waste Landfill/Transfer Station invoices as required with follow up to include past due notices and collection of outstanding accounts. 	10%
Accounts Receivable	<ul style="list-style-type: none"> - Balance utility and facilities to sub-ledgers (monthly). - Assist with cash receipts and bank deposits as required. - Create and send Utility Receivable PAP files to bank (monthly) - Process other miscellaneous and general receivables as well as collect any outstanding amounts on these invoices. 	20%

Other	<ul style="list-style-type: none"> - Controls and reconciles petty cash - Backup Support for other cash receipt and receivables not listed in this job description including facility bookings, third-party billings and reconciliations. - Performs all other duties as assigned by Supervisor. 	
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Section B: Skills

1) Formal Education and External Training

<u>Highest level required</u> <input type="checkbox"/> High School <input type="checkbox"/> Vocational School <input checked="" type="checkbox"/> Community College <input type="checkbox"/> University Degree <input checked="" type="checkbox"/> Individual Courses License or Professional Designation Not required Is it a requirement of your job to keep "up-to-date" by reading or taking courses / seminars? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Discuss: May attend courses/seminars on an as-needed basis.	<u>Specific Specialty or Degree? (List)</u> 2 year Community College Diploma in Business Administration or equivalent work experience of 5 years is preferred.
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2) Required on the Job Training

Specific Internal Training Keystone User Group Meetings/Training Courses. Neptune	Months to Complete Twice annually As required/offered
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3) Work Experience

Experience <ul style="list-style-type: none"> • Computer experience • Accounting experience • Cash handling • Dealing with the public 	Minimum Years Required 2 years 2 years 2 years 2 years
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4) Other Key Skills:

- Good organizational skills
- Good communication and interpersonal skills
- Good computer and software application skills
- Good mathematical skills

5) Key Relationships (Contacts)

Internal Contacts	Frequency	Purpose	Method
Co-workers (my dept.)	Daily		
Co-workers (other dept.)	Daily		
Supervisor (my dept.)	Daily		
Supervisor (other dept.)	Frequently		
Dept. Head (my dept.)	Frequently		
Dept. Head (other dept.)	Occasionally		
CAO	Occasionally		
Council (your own)	Seldom		
External Contacts	Frequency	Purpose	Method
Ratepayers	Frequently		
General Public (Not residents)	Occasionally		
Children/Students	Seldom		
Seniors	Seldom		
Staff in other municipalities	Seldom		
Business representatives	Seldom		
Consultants, Engineers, Planners, etc.	Seldom		
Auditors	Annually		
Suppliers	Seldom		
Solicitors	Seldom		
Funding Organizations	Seldom		
Government Officials	Seldom		
Boards	Seldom		
Council (other municipalities)	Seldom		
Media	Seldom		
Ratepayers Groups	Seldom		
Software Support Tech.	Seldom		
Interpersonal skills:			
Extending common courtesy; handling complaints, working cooperatively; responding to basic needs or requests; identifying needs; advising			

6) Decision Making

Must use judgment and tact in dealing with complex problems relating to the day-to-day operations of the Municipality.

Must be empathetic, yet proactive when dealing with the public, employ human relation skills.

7) Problem Solving Responsibilities

Ability to analyze and evaluate operations and develop and implement corrective action to resolve problems. Complex issues are escalated to the appropriate individual(s).

8) Equipment & Technology Utilized

Operating systems, Accounting software, Tax module, Utility billing software, Microsoft products.

Section C: Responsibility

1) Program Delivery

Supports the delivery of administration and financial programs.

2) Impact and Accountabilities

Must maintain confidentiality where residents/ratepayers are concerned.

Must ensure accurate data entry as errors can result in incorrect invoicing to customers.

3) Supervision

Direct Subordinates – Job Titles	Number of Staff
None.	
Indirect Subordinates – Job Titles	Number of Staff
None.	
Provides training/instruction to others – Job Titles	Number of Staff
None.	

4) Material and Information Resources

Computers and other standard office equipment.
Confidential customer information.

5) Financial Resources

Not directly responsible for expenditures of money; however, responsible for handling, balancing and accuracy of recorded collections.
Responsible for accurate accounting data entry and reporting.

Section D: Working Conditions

1) Physical Environment

Rate the amount of each of the following working conditions that you are exposed to on the job from a scale of 1 to 5, where 1 represents no exposure, 3 represents some exposure and 5 represents continuous/regular exposure.

Condition	1	2	3	4	5
Sitting					X
Standing		X			
Noise Exposure		X			
Adverse Temperature	X				
Pushing/Pulling	X				
Lifting/Carrying		X			
Dust	X				
Odors	X				
Other (Specify) Physical Aspects					

2) Health & Safety Hazards

Minimal hazards, office environment

Health and Safety Responsibilities

Responsible to perform duties in a Health and Safety conscious manner.

3) Travel

Travel to seminars to occur occasionally.

4) Driving

Driving to seminars to occur occasionally.

5) Mental Environment

Busy office environment, open concept.
Constant interruptions, dealing with unhappy people (sometime ratepayers) and deadlines contribute to stress.

Section E: Effort

1) Mental Effort

Strong mental effort required for accuracy.
Deadlines and task management are major components of work effort.
Constant interruptions – public, residents, co-workers, telephone.

2) Physical Effort

Minimal physical effort required.
Excellent keyboarding skills. There will be long periods of data processing required.
Prolonged periods of sitting.

Section F: Additional Information

The Township of Southgate is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. This document can be made available in other accessible formats as soon as practicable and upon request.

Supervisor Comments

I have reviewed this job description with the employee and make the following comments.

Employee: _____
Signature

Date Completed: _____

Supervisor: _____
Signature

Date Completed: _____

CAO: _____
Signature

Date Completed: _____