

# MUNICIPALITY OF SOUTHWEST MIDDLESEX

## POSITION PROFILE



Position Title Accounts Receivable/Utility Clerk

Report to Title: Treasurer

Revised: June 2018

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<b>Pay Range:</b>	<b>Band 5</b>
<b>Position Status:</b>	<b>Full time employee</b>
<b>Salary:</b>	<b>\$22.22 - \$25.99 hourly</b>
<b>Normal Work Week:</b>	<b>40 hours (as per employment contract)</b>
<b>Overtime paid</b>	<b>Yes</b>
<b>Location:</b>	<b>As Assigned</b>

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### A – POSITION DESCRIPTION

#### 1. Scope of Position:

The Accounts Receivable/Utility Clerk is responsible for the processing of all utility and general accounts receivable for the Municipality. This includes entering data, producing bills, maintaining records and ledgers, answering questions from the public and staff, and collections. This position is required to work closely with the Public Works department in coordinating works, and the preparation and billing of all drainage works. The Accounts Receivable/Utility Clerk is often required to support other Treasury staff and support the front counter in dealing with the public.

#### 2. Key Responsibilities

- a) Responsible for all accounts receivable functions, including:
  - Maintaining customer database, water rates, and billing codes within accounting software
  - Prepare and download meters for meter reader using Olameter and Keystone software
  - Work with water meter readers to ensure readings are accurate and on-time; initiates/organizes bi-annual inside meter readings and follow-up
  - Feeds meter information into accounting software and generates monthly billings
  - Applies late payment charges
  - Produces monthly arrears and disconnection statements
  - Follow-up on delinquent accounts/arrears; works with customers to arrange payment schedules
  - Organize and maintain dog license database
  - Applies Municipal policy governing disconnection of service to customers

- Reconciles facilities and recreation subledger to general ledger monthly and identifies action items
  - Prepares uncollectible write-off reports and small balance write-off reports
  - Investigates customer requests for utility forgiveness and assists Treasurer/Public Works Manager in compiling report to council
  - Calculates accounts payable for connections to the Bothwell and Newbury systems monthly water consumption
  - Prepares water account certificates
  - Prepares reports and working papers for the municipal audits as requested by the Treasurer and/or auditor
- b) Responsible for liaising with the Public Works department in performing the following:
- Schedule water meter changes, repairs, service disconnections and connections with Public Works staff
  - Issue and refund bulk water deposits/keys
- c) Works with Drainage Superintendent to:
- Prepare drain maintenance files
  - Gather required information and prepare spreadsheets generated by Engineer Reports to submit to OMAFRA for grant
  - Gather all information and prepare spreadsheets for drainage maintenance to be submitted to OMAFRA for grant
  - Invoices customers, generate write/offs, and prepares tax collection listings for the Tax Clerk
  - Works with OMAFRA to reconcile differences in grant amounts
  - Reports to Treasurer with amounts left in drainage General Ledger accounts
- d) Provides support and backup to Treasury and other staff including:
- Payment collection including issuing cash receipts
  - Answering public phone or counter inquiries on a wide range of topics and referring, if necessary, to the CAO/Clerk or appropriate staff
- e) Other duties as assigned.

### 3. Key Relationships

#### **Internal**

*Treasurer:* daily interactions related to Accounts Receivable

*Public Works Manager:* weekly

*Drainage Superintendent:* daily

*Public Works Staff:* weekly

*Department Heads:* as required related to financial affairs of the Municipality

*Staff:* as required

#### **External**

*Public:* daily

*Municipal Contracts (OCWA/Olameter): daily*  
*Municipal Contractors (plumbers, etc): as required*  
*Government Agencies (OMAFRA): as appropriate re: drainage grants*

**4. Decision Making Authority**

The Accounts Receivable/Utility Clerk will make routine, day-to-day decisions with respect to their regular job responsibilities. Any decisions to be made for unusual circumstances will be made in conjunction with the Treasurer/Public Works Manager.

**5. Problem Solving Responsibility**

The Accounts Receivable/Utility Clerk has a moderate amount of problem solving responsibility. This position requires the negotiation of payment plans with customers. Any problem solving that falls outside the regular framework should be done in conjunction with the Treasurer.

**B – POSITION SPECIFICATIONS**

The formal education, training, work experience and other key skills of an individual must be evaluated simultaneously.

**1. Formal Education and Training**

Post-Secondary education in accounting/bookkeeping, considered an asset

Ontario Secondary School Diploma

**2. Work Experience Required**

**Minimum Years**

Accounting experience in a municipal or related field	One
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Previous collection experience, considered an asset	One
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**3. Other Key Skills**

- Experience in data collection, entry, and reporting with attention to detail
- Computer literate with knowledge of software used (Keystone, Excel, Word)
- Confidentiality
- Organizational and time management skills
- Effective oral and written communication skills

**C – POSITION CHARACTERISTICS**

**1. Impact & Accountabilities**

The Accounts Receivable/Utility Clerk is responsible to the Treasurer for efficient recording and collections of Accounts Receivable. A person performing this position

competently can secure the cash-flow of the Municipality.

**2. Supervisory Responsibility**

None

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**D – WORKING CONDITIONS**

**1. Physical Effort and Environment**

At certain times the Accounts Receivable/Utility Clerk may have to work in excess of their normal workweek.

**2. Mental Effort**

There are many tight deadlines that must be met and accuracy is paramount.

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