



JOB DESCRIPTION

<u>JOB TITLE:</u>	BILLINGS CLERK 2	<u>SCHEDULE:</u>	B
<u>DEPARTMENT:</u>	FINANCE	<u>PAYGRADE:</u>	11
<u>SECTION:</u>	REVENUE SERVICES		

JOB SUMMARY:

As a member of the Financial Services team, the incumbent is responsible for preparation and maintenance of records, as required, to produce billings for general, utility, and special levies. In addition, this role is responsible for a broad range of financial duties, time entry, co-ordinate permissive tax exemption applications and related reports, and provides administrative support. The incumbent prepares adjustments to account balances on a timely basis as necessary to maintain accurate records. Performs periodic audits of the revenue base for specific areas and levies.

Situations involving interpretation of By-Laws, the Local Government Act or the Community Charter are referred to a supervisor. The checking of results for validity, and providing and obtaining information relative to the field of work are important aspects of the job, as are meeting deadlines and problem resolution. Performs other related duties as assigned.

MAJOR RESPONSIBILITIES:

Under the general supervision of the Supervisor, Revenue Services:

Provides financial support to the billing process by:

- setting up and maintaining, using prescribed format and procedures, records pertaining to transactions involving utilities, taxes, web searches and other receivables as required;
- preparing, verifying validity and processing billing notices, reminder statements, and other documentation related to transactions involving utilities, taxes, web searches and other receivables;
- preparing and verifying documentation related to transactions to accounts and ledgers including payments, adjustments, corrections and journal entries;
- verifying postings to sub ledger accounts and control ledger to ensure correctness of input, reviewing and approving, billing, payment and other related batches;
- balancing complex subsidiary accounts and ledgers to the general ledger and/or billings or outside accounts and reports any inconsistencies to supervisor;

- determining the appropriate assessment and outcome of problems in relation to such ledgers, billings and/or accounts;
- monitoring payable and receivable accounts to ensure payments are made or received on time and approving payment of outstanding accounts;
- monitoring the receivable accounts balances and preparing, according to policy, the necessary documents to ensure the receipt of outstanding balances;
- preparing reports and analysis for supervisor and other departments on various accounts and ledgers and transactions related to those records;
- dealing with complex analyses and designs reports based on requirements;
- ensuring that advertising of due dates, tax sale, and LIP projects is completed on time in order to meet customer service standards and the Local Government Act / Community Charter;
- reviewing section policies and guidelines, makes recommendations for changes, and ensures that policies and guidelines are being followed;
- ensuring procedures are documented and updated;
- answering enquiries and obtaining information from user departments, the public and outside organizations;
- dealing with complex enquiries referred by other clerks;
- monitoring section correspondence and ensures that individual correspondence is maintained on file;
- inputting and retrieving data to and from various information systems by use of a computer;
- maintaining software modification request list and follows-up as required to meet operational needs;
- reviewing and maintaining Web page and COB web information;
- maintaining various ledgers and files, preparing special reports and performs analysis of accounts;
- preparing statements such as balance sheets and revenue statements requiring special adjustments and/or reclassifications and assembly;
- preparing period end reconciliations and reporting problems to supervisor; responsible for the appropriate assessment and outcome of problems for period end reconciliations;
- ordering forms as required to ensure adequate supply for billing purposes.
- ensuring mass mailing shipments are complete and on time;
- responding to auditors as directed by supervisor;
- posting vacation, sick time and flex time to ensure that team members are informed and that adequate coverage is maintained to meet operational requirements;
- gathering timesheets and flex reports, and entering data into payroll system in a timely manner for supervisor's review and payroll deadline;
- assisting other sections of department as required by providing relief for staff members on holiday or sick leave or in peak work load periods; and
- organizing and chairing team meetings; representing division by attending other meetings on areas of specialty as required; taking responsibility for providing and receiving cross training within section.

Provides financial administrative support by:

- calculating the annual tax exemption values;
- preparing and placing the advertising for permissive tax exemption due dates;
- completing Permissive Tax Exemption processes;
- tracking / reporting / researching budget and financial variances for the division as requested;
- providing clerical support, such as preparing mail merge files to respond to clients; composing a variety of correspondence; researching and preparing work procedures; documenting work processes; preparing a variety of documents such as notices, forms, contracts and reports; and
- performing related duties.

QUALIFICATIONS:

Education: High school graduation, along with a two-year post-secondary business diploma which includes courses in accounting, from a publicly-accredited post-secondary institution recognized in the BC Transfer Guide.

Experience: Minimum of two years of general accounting experience maintaining databases and balancing a variety of financial records, along with experience with integrated financial systems in a mid to large sized organization. Previous municipal experience in tax and utility billing would be preferred.

Knowledge & Skills: Considerable knowledge of bookkeeping, accounting and record keeping methods and procedures. Excellent organizational and time management skills. The ability to handle multiple tasks and projects, and effectively meet deadlines. Demonstrated initiative and the ability to function in a proactive, independent manner. Sound problem-solving and decision-making abilities. Strong customer service orientation. The ability to function within, and contribute to, a collaborative team environment. The ability to keep abreast of a change work environment, and remain current on legislated changes. The ability to openly and respectfully communicate in a manner that promotes understanding in both verbal and written form. Excellent interpersonal skills to build and maintain cooperative working relationships with other City employees. Ability to deal courteously, tactfully and diplomatically with members of the general public as well as internal and external customers. Discretion in handling confidential matters. The ability to make repetitive numerical calculations with speed and accuracy, and to control and balance various records and summaries. Ability to maintain sustained attention to detail in preparing, recording and checking various transactions. Knowledge of and demonstrated skills of related computer applications pertaining to the work. Knowledge of WorkSafe BC regulations, occupational hazards and safe work procedures as it relates to the position, including but not limited to: bullying and harassment, working alone and other significant hazards.

Valid BC Driver's license: No
Vehicle Usage: No
Police Information Check: Yes. As a condition of employment, must be able to obtain and maintain a clear Police Information Check for offenses related to the position.

Prepared by: Sandy Stibrany, Rae-Ann Emery
Date prepared: January 2001
Date revised: February 2010 (Format Only)
Revised by: Diane Flannagan
Date revised: November 2012
Revised by: Deley / Flannagan
Date revised: April 2013
Revised by: Deley / Flannagan
Date revised: Nov 2020
Revised by: Dupreez/Young