



TOWN OF STRATHMORE

JOB DESCRIPTION

JOB INFORMATION	
Position:	Utilities Clerk
Reports To:	Accounting Services Supervisor
Position Type:	☒ Full Time Permanent (35 hours) ☐ Full Time Permanent (40 hours) ☐ Part Time Casual ☐ Part Time Permanent ☐ Full Time Limited Term (including FT Summer Students) ☐ Part Time Limited Term (including PT Summer Students)

JOB SUMMARY
This position supports the operations of the Utilities Department of the Town of Strathmore, which includes administration of utility accounts, assisting residents with inquiries, collecting payments, and utility bill run maintenance and support.

Description of the Function
<u>Customer Service:</u> - Answer customer inquiries regarding utility accounts via email, over the phone, and in person - Maintain an ongoing deficiency list of all repairs required for meters and radio readers for residential and commercial meters - Assist in processing of paperwork for homeowners who are purchasing & selling properties in Strathmore - Process pre-authorized payments for customers - Maintain current knowledge of the governing Bylaws for the Utilities department - Provide assistance and back up to the Customer Care Clerk and other Finance team members as needed
<u>Administrative Support:</u> - Prepare monthly utility bills including processing the meter reads taken to accounts, analyzing levy reports, printing bills, posting to accounts, and processing the reports produced including water, sewer, and garbage levies - Maintain bulk water cards system and monthly invoicing - Prepare financial reports for other departments regarding consumption, water loss, etc. as needed
<u>Safety:</u> - This position is an essential service and a safety sensitive position requiring fit for work status - Requires a professional, cooperative, and positive attitude towards health and safety - Participate in health and safety training moments, meetings, and exercises - Ensure work sites are maintained in a clean, safe manner to protect the safety of self, other Town personnel, and the public - Report all unsafe or substandard conditions, acts, and events as soon as possible to immediate supervisor - Participate as a member of the Strathmore Emergency Response team in preparing and enabling the community to respond in the event of a local or regional disaster

COMPETENCIES AND BEHAVIOURS

- Ability to communicate complex financial information clearly and concisely to various audiences, such as clients and colleagues
- Professional tact and demeanour
- Strong organizational skills and attention to detail
- Ability to establish and maintain good public relations
- Ability to work independently with minimal supervision
- Ability to prioritize tasks and adhere to deadlines

REQUIREMENTS, EXPERIENCE, AND EDUCATION

- Grade 12 or equivalent
- Minimum two years of financial experience in related field
- Post-secondary education with a concentration in accounting or administration, considered an asset
- Experience with Microsoft Office Suite
- Experience with accounting ERP systems, especially Microsoft Diamond/Great Plains
- Consent to disclosure of a Criminal Record Check and Driver's Abstract
- Valid AB Class 5 Driver's Licence

WORKING CONDITIONS

- Adapt to seasonal workload fluctuations
- Office Setting within Municipal Government
- Standard Business Hours: M-F / 830-430pm

Manager Approval:

_____	_____	_____
Name	Signature	Date

Employee Acceptance:

_____	_____	_____
Name	Signature	Date

Submit signed copy to HR for filing