DISTRICT OF OAK BAY

The Corporation of the District of Oak Bay
Job Description

Job Title:	**FINANCIAL SERVICES CLERK**	**JEPE Number:**	#1068
Department:	Municipal Hall	**Pay Grade:**	4- Schedule A
Area:	Finance	**Position Status:**	Regular – Full Time
Location:	Municipal Hall	**Position Type:**	Union
Supervisor:	Director of Financial Services	**Last Updated:**	September 2020

Job Purpose:

The Receptionist/Financial Services Clerk performs clerical work of medium complexity including filing and other accounting duties arising out of the functions of the Finance Department. The position provides an initial point of contact for persons visiting or telephoning the Municipal Hall. The duties of the position also include backing up and supporting other clerical positions when necessary.

Duties and Responsibilities:

- Operates telephone switchboard and either routes calls to the appropriate person or provides basic information and receives visitors to the Municipal Hall.
- Assists with bank reconciliation by entering cashed cheques into computer program.
- Balances cash batches daily and downloads EDI and web payments to utility and property tax accounts.
- Create bank deposits by recording and balancing cheques, cash, credit card and interact payments.
- Act as backup cashier and answers public inquiries about property taxes, home owner grant, dog licensing, deferments, utilities, ticketing, etc.
- Arrange courier pickups
- Assist with records management practices, ensuring that the District's records management process is followed.
- Types invoices from rough draft or previously prepared data and sends out reminders when appropriate.
- Prepares payments received through the mail for processing.
- Maintain the Finance central filing system; keep filing up-to-date; create new files, update the systems as required.
- Orders and distributes office supplies.
- Maintains an orderly and tidy supply room and ensures room is kept up to safety standards.
- Receives visitors to the Municipal Hall.
- Opens and sorts mail.
- Performs basic clerical and other related office duties as required.

Required Knowledge, Abilities & Skills:

- Works independent with minimal direction;
- Ability to organize own activities in accordance with workload and departmental activities and to meet established deadlines;
- This position requires knowledge of the various services provided by Financial Services to answer public inquiries, relating to Property Taxes, Home Owner Grants, Deferments, utilities, parking, and ticketing;

- Knowledge of accounts payables, cash receipts, daily cash batch balancing, bank reconciliations, telephone protocol, and bylaws that drives the business process;
- Ability to work effectively with others and deal with the public in a mature and pleasant manner.
- Excellent customer service skills, in person and on the phone;
- Basic user-level working knowledge of standard office word processing, spreadsheet and email software; sufficient keyboarding ability to function efficiently in the use of same;
- Ability to use common office equipment such as calculator, mailing machine, postal scale, point of sale terminal, photocopier, facsimile and other;
- Ability to follow instructions and apply them to basic clerical tasks;
- Ability to maintain confidentiality of matters as required.

Qualifications:

- Secondary school graduation plus nine months' related office experience.

Required Licenses, Certifications and Registrations

- No special licences or certifications required.