



## Township of East Zorra-Tavistock Job Description Financial Services Clerk

---

1. **Position Title:**

Financial Services Clerk

2. **Date Approved and Revision History:**

August 4, 2021

3. **Pay Grid:**

Grade 9 – Based on 35 Hours per Week

4. **Reporting Relationships:**

Reports to:

- i. Deputy Treasurer – Financial Services Coordinator
- ii. Chief Administrative Officer/Treasurer

Assists with:

Front desk customer service/phone  
All treasury functions conducted by a variety of staff.

5. **Purpose:**

- i. Assists in the preparation, processing, collection and accounting for municipal taxes, daily deposits, accounts receivable, municipal revenues, accounts payable, tangible capital assets, customer service and special software projects and implementations.

6. **Scope of Position:**

- i. Work is varied and often in response to Council decisions in addition to the ongoing operations of the Township
- ii. All work is performed according to Township policy or is rooted in legislation - the incumbent is expected to organize workflow and work independent of close supervision

**7. Responsibilities:****Customer Service/General Office Duties**

- i. Provides customer and telephone service, dealing with customers in respect to a wide range of needs quickly and efficiently
- ii. Performs all clerical procedures relating to the cash functions, including daily balancing of cash drawer, handling, processing, data input and banking of payments received.
- iii. Acts as a customer solutions and service provider, displaying extensive knowledge of all customer-related activities for the Township.
- iv. Develops and maintains good working relationships with the public, municipal employees, vendors and other government agencies.
- v. Receive and respond/refer to, and follow-up on customer inquiries regarding East Zorra-Tavistock information, programs, special events, and requests for non-emergency Township services.
- vi. Manage customer inquiries and/or requests with potential to escalate.
- vii. Respond to, refer or transfer, and record customer inquiries that cannot be resolved at first point of contact to appropriate Township department, employee or other government levels, agencies and external organizations.
- viii. Maintain current event and customer awareness, recognize and take appropriate action toward trends or changes in types of inquiries and/or nature of questions presented
- ix. Responsible for the preparation and mailing of finance related correspondence.
- x. Responsible for receipting, recording, and posting of all municipal revenues collected including tax payments and general revenues. Responsible for posting and balancing of all post-dated tax payments received. Prepares daily bank deposits and according to procedures established by the Deputy Treasurer – Financial Services Coordinator, deposits into the Township bank account. Perform daily payment transaction balancing, funds for deposit and account adjustments and revenue report preparation.
- xi. Maintain confidentiality, security, awareness, cash keeping and handling.

- xii. Responsible for the recording of NSF cheques received by the Township and pre-authorized payments ("PAPs") returned by the bank including the preparation and mailing of corresponding notifications to applicable person(s).
- xiii Maintains accurate and consistent Laserfiche Finance filing records
- xiv Uploads and maintains accurate information on the Finance section of the municipal website.

### **Accounts Receivable**

- i. Prepares and issues all municipal accounts receivable invoices, including, but not limited to; Drainage, Parks & Recreation, Fire, Roads, Finance and Corporate Services.
- ii. Ensures the timely collection of payments for accounts receivable invoices, reconciling the account and issuing "Past Due" notices, when required.
- iii. Reconciles Parks & Recreation booking software with the municipality's financial software system on a monthly basis and issuing "Past Due" notices, when required.
- iv. Responds to all accounts receivable account inquiries and questions on a timely basis. Coordinates communication with appropriate staff and customers, when required.

### **Accounts Payable**

- i. Receives and reviews all accounts payable invoices. Checks for accuracy and inputs invoices into the municipality's financial software system.
- ii. Responsible for the process and production of all accounts payable cheques and Electronic Funds Transfer ("EFTs") for all departments. Ensures accuracy of all cheques printed, prior to release to vendors.
- iii. Ensures all accounts payable cheques are properly signed and forwarded to the correct vendors.
- iv. Maintains current vendor listing to ensure proper production of accounts payable cheques.
- v. Responsible for monthly balancing of the accounts payable subledger to the general ledger.

**Tangible Capital Assets (TCA)/Asset Management**

- i. Assists in assembling and maintaining the inventory databases of municipally owned assets in compliance with PSAB 3150. Work shall include, but not be limited to;
  - i. Assists and updates the tangible capital asset inventories on an annual basis.
  - ii. Assists in the annual financial evaluations of assets including write offs, betterments and benefits.

**Other**

- i. Assists with grant applications, budget preparation
- ii. Other duties as assigned

**8. Working Conditions:**

- i. Work is subject to shifting priorities.
- ii. Work is performed in full view of the public
- iii. Some risk due to stress and verbal abuse when dealing with irate ratepayers who will not or cannot accept Township by-laws and regulations or who deny tax delinquency.
- iv. Certain sense of urgency due to public service
- v. Some tasks are subject to very strict deadlines and legislative requirements.

**9. Hours of Work:**

- i. Thirty-five (35) Hours per Week
- ii. Normal hours are 8:30 a.m. to 4:30 p.m. Monday to Friday with one-hour unpaid lunch.
- iii. Attendance at occasional meetings outside of the normal working day may be required

**10. Working Relationships:**

- i. With CAO/Treasurer and/or Deputy Treasurer – Financial Services Coordinator, receives direction and guidance for non-routine assignments. Discusses Township operations and priorities to provide efficient and effective Township administration. Discusses personnel matters and township policies, as required. Provides advice and recommendations on financial matters.
- ii. With Council – Provides support and advice on financial matters, as required to facilitate Council's decision-making responsibility
- iii. With other Management Staff - Provides co-operation for harmonious working relationships. Provides advice and assistance with respect to financial, treasury and accounting matters.
- iv. With Support Staff – Provides direction, supervision, management and training with respect to financial, treasury and accounting matters. Ensures both internal and external services are provided in a timely, accurate manner.
- v. With the Public - Provides information and assistance; helps with applications, maintains a high level of tact and courtesy.

**11. Knowledge and Skills:**

- i. Training and education in Accounting, Finance or Business Administration.
- ii. Very good computer skills, including word processing, spreadsheet and database usage.
- iii. Training and experience in office methods
- iv. Knowledge and understanding of the municipal administration procedures, working knowledge of the accounting and tax system (currently Microsoft GP Dynamics switching to Vadim iCity)
- v. Ability to organize priorities and to work independently
- vi. Ability to serve and work with the Public

**12. Formal Education:**

- i. Completion of a 2 year post secondary diploma program in Accounting or equivalent program.
- ii. Training in computerized office software applications

**13. Impact of Errors:**

- i. Errors in giving information to the CAO, Council and public could lead to inadvertent misleading of the public, poor public relations and embarrassment to staff, self and Council.
- ii. Accounting errors could result in costly duplication of effort to correct, could result in incorrect financial statements being produced.
- iii. Clerical errors could be traced and corrected after costly duplication of effort and annoyance

**14. Control:**

- i. General supervision from the CAO/Treasurer based on Council policy and applicable legislation and standards.
- ii. Direct supervision from the Deputy Treasurer – Financial Services Coordinator

**15. Licences and Certifications:**

Must hold a valid Class “G” Drivers Licence

**16. Health & Safety**

Works safely and in conformity with the Township Health & Safety Policies, Procedures and Guidelines. Uses protective equipment as directed. Participates in Health & Safety training and education exercises.