

# City of Thorold

## Clerical Relief (Union)

Department.....Coverage for all Departments	Reports to.....Manager of Respective Department
Pay Grid Level.....Relief position rate	Booked by.....Clerks Department
Location.....Varies by Department	Hours of Work..Monday - Friday, times vary by dept

### Job Summary

Provide Cashier backup and clerical support for the Finance, Clerks, Fire, Planning & Development Services and Public Works & Community Services Departments. The priorities for this position are to provide coverage for the cashier position and to provide assistance for the monthly water billings and the bi-annual tax billings.

### Qualifications

	Minimum Requirements
<b>Education</b>	<ul style="list-style-type: none"> <li>• Minimum 2 years Post-Secondary school diploma in an accounting program.</li> <li>• Post-Secondary Certificate in Office Administration</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 6 months of banking and financial experience in a bank setting or a municipal environment</li> <li>• Minimum 2 years experience in bookkeeping and clerical experience</li> <li>• Minimum 2 years customer service experience</li> </ul>
<b>Qualifications, Supplementary Knowledge, Certifications or Designations</b>	<ul style="list-style-type: none"> <li>• Accurate and efficient keyboarding, spreadsheet and database skills</li> <li>• Proficient with Microsoft Office products</li> <li>• Aptitude for learning new computer systems quickly (financial and booking) Examples include: Diamond Municipal Financial System, CityWide, Active Net, eScribe</li> </ul>

### Duties & Responsibilities

**Specific job descriptions will be provided however some job tasks include, but are not limited to:**

- Process daily over the counter, EFT and mail receipts
- Balance daily cash receipts and preparation of daily bank deposits, maintain cash drawer daily
- Responsible for the entering of new pre-authorized payment applications for taxes and water
- Sorts water bills for duplicate addresses, out of province, high consumption, arrears

# JOB DESCRIPTION

- Fold, stuff and aid in coordinate mailing of bills
- Act as the primary contact for the Department with the public from a variety of channels: in person, telephone, email and customer service counter
- Provide excellent customer service to the public
- Prepare correspondence, reports and by-laws for Council meetings
- Physical filing, scanning and attaching documents digitally in software programs
- Inputting data for invoicing, distributing invoices and receiving payments
- Prepare purchase orders and process accounts payable for payment
- Maintain databases and tracking for departments
- Process incoming and outgoing mail and courier packages

## Working Conditions

### PHYSICAL/SENSORY DEMANDS:

- Work involves mental and visual concentration with frequent interruptions
- Excellent verbal and written communication skills required
- Must be able to deal effectively with the public and City staff
- Ability to organize own work, set priorities and meet critical deadlines
- Strength to lift boxes up to 40 pounds
- Required to work outside of normal working hours as needed

### JOB ENVIRONMENT:

- Standard office environment
- Required to commute to City facilities based on the position being filled

## Approvals

	Name	Signature	Date
City Clerk	Donna Delvecchio		
Chief Administrative Officer	Manoj Dilwaria		

### IMPORTANT NOTE

The statement above reflects the principal functions and duties as required for proper evaluation of the job. Other related duties can only be considered part of the job if they directly relate to the primary function contained herein.

Updated: December 2019

*Pursuant to Section 4.2 (b) of the Manual of Procedures for the Joint Job Evaluation process, this job description is hereby acknowledged as received by CUPE, Local 151.*

## JOB DESCRIPTION

	Name	Signature	Date
Union President or Delegate			

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	Name	Signature	Date
Incumbent			