



UTILITIES CLERK/RECEPTIONIST

JOB DESCRIPTION

Reports to: Manager of Accounting & Financial Services

FULL TIME POSITION

Reviewed May 11, 2016

Revised March 11, 2025

Summary: Under general supervision, provides visitor and phone reception duties including collections and control of account payments. Administers and maintains the utility billing system processes.

Typical Duties:

1. **Reception:** First to greet visitors to the Town Office. First to responds to routine inquiries and/or refers to appropriate Department Head as required. Answers telephone and acts as Switchboard Operator. Opens & Closing town office daily.
2. **Cashier:** Receives, processes and maintains cash receipt for the Town of Stettler.
 - Utility Payments
 - Tax Payments
 - Business License
 - Business Tax
 - Animal Tags.
 - Invoice Payments
 - Other Miscellaneous
3. **Daily Till Balancing:** Prepares bank deposit and balance receipts daily.
 - Remote Deposit Capture
 - Visa/MC/Debit Balancing
 - Bank Deposit
 - CRIMP Updates
4. **Petty Cash:** Responsible for petty cash distribution, reconciliation and reimbursement vouchers to Accounts Payable.
5. **Other Department Deposit Input:** Processes data input for other department deposits including but not limited to Rec Deposits, RCMP deposits, as well as Board of Trade Deposits.

6. **Back Up Tax Coordinator:** Assists with tax roll maintenance, property file filling, TXDD process and updating, and other duties as required.
7. **Utility System:** Process and maintain Utility System records and procedures.
 - Prepares and processes customer connect/disconnect.
 - Handles any inquiries regarding Utility System.
 - Maintain database of records to ensure current information at all times.
 - Review and process meter reading input.
 - Coordinate with water department for meter replacements/shut-offs/turn-ons.
 - Process monthly Utility levy billing.
 - Maintain and process U'ART's as required.
 - Analyze aging reports and initiate collection activity of overdue accounts.
 - Set-up and maintain Bulk Water accounts, as well as troubleshoot Bulk Station.
 - Direct Debit monthly process and maintain accounts/filing of account information.
 - Processing NSF accounts/reports.
 - Coordinating with the meter readers-loading/unloading Utility routes.
8. **Collections:** Responsible for delinquent and bad debt collections process.
 - Locate and notify customers of outstanding accounts by telephone and/or mail.
 - Creation of demand letters, card system and other methods of collection.
 - Cross reference new utility account creates against bad debt collection listing.
 - Notify Collection Agency of delinquent accounts and subsequent payments received.
 - Maintain quick reference bad debt spreadsheet and write-off listing as required.
 - Prepare summary of accounts to be written off at year end.
9. **Incoming/Outgoing Mail:** Picks up and distributes mail to applicable department. Processes payments received through mail. Processes outgoing daily mail and bulk mailings. Distributes and processes fax requests.
10. **Incoming/Outgoing Courier:** Receives and distributes incoming courier parcels and processes outgoing packages for the Town Office including, but not limited to the Water Department, Water Treatment Plant and Fire Department.
11. **Stationary Supplies:** Maintains stationary supplies. Maintains paper supply and envelopes.
12. **Filing:** Assists with office filing systems.
13. Performs other tasks as required by Supervisor.
14. **Health & Safety:**
 1. All personnel working for the Town of Stettler are governed by the Municipal Health & Safety Policy.

2. Participates in staff meetings in which emergency and safety procedures are practiced and reviewed.
3. Ensures adherence to policies, safety regulations and organizational procedures by staff and takes corrective action as required.
4. Ensures all operations are conducted in a safe manner and in accordance with Municipal Policies and Occupational Health & Safety Regulations.
5. Required to wear the correct Personal Protective Equipment as per safe job procedures.
6. Must follow all Hazard assessments and safe work procedures.
7. Ensure proper ergonomic requirements are met and good ergonomic procedures are practiced.

Limits

This job description is not a definitive enumeration of its scope, but represents a general overview of what can be expected in this type of work. The incumbent may be required to perform duties that, although not directly related, are recognized by the Town of Stettler as a component of the position.

Job Hazards include but not limited to:

- Ergonomics (posture; neck/eye/back/wrist strains)
- Threats (biological/radiological/chemical/explosive through mail/parcels)
- Violence/Robbery (patrons and staff)
- Pinch Points (folder/storage file)
- Cutting (paper cutter/shredder)
- Heavy Lifting (storage boxes)

Minimum Qualifications

- Minimum Grade 12 with post-secondary education
- Effective communication and organizational skills
- Ability to work with the public in an effective and pleasant manner
- Self- motivated
- Competent in MS Office

We would like to hear from you if you are qualified and interested in the position. Please apply in confidence by July 24th at 4:30pm to:

Roxann Anderson
randerson@stettler.net

Only those selected for an interview will be contacted.