**CITY OF YELLOWKNIFE**

 **JOB DESCRIPTION**

May, 2018

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**POSITION TITLE:** Customer Service and Finance Officer **POSITION NO**: #123-124U

**DEPARTMENT :** Corporate Services **DIVISION:** Financial Services

**LOCATION:** City Hall **SUPERVISOR'S TITLE:** Supervisor, Customer Service & Finance

**SUMMARY OF THIS POSITION**

Under the general supervision of the Manager, Financial Services and the direct supervision of the Supervisor, Customer Service and Finance, the incumbent provides a full range of clerical and customer support services for both finance and customer service functions on a daily basis. This includes accounts payable, accounts receivable, cash receipts, and utilities, and reconciliation of sub-ledgers to the various asset and liability general ledger accounts. The incumbent is also responsible for issuing various permits, assisting with the Business and Lottery Licensing processes, sorting mail, providing cashier services, carrying out filing and file control activities, answering telephones, performing switchboard duties, and providing service to the public over the telephone and in person at the service counter, as well as handling and resolving customer inquiries and maintaining files for the department. The incumbent is required to rotate within the Finance Division as deemed necessary by the Supervisor or Manager.

**OUTLINE OF DUTIES**

* Processes financial transactions and documents by:

 - Collecting, analyzing and entering financial data as per prescribed procedures.

 - Maintaining all finance-related files including all files related to accounts payable, accounts receivable, customers, cash receipting and utilities for all departments within the City.

 - Reconciling various types of accounts. This includes reconciling sub-ledger to asset and liability general ledger accounts for all departments as well as accounts receivable and utility customer accounts.

 - Maintaining all recurring financial transactions including payables, receivables, utilities and customer payments.

 - Handling all routine accounts payable, accounts receivable, payment and utility inquiries and requests.

 - Providing assistance and direction to other departments as required such as monitoring cash handling procedures at facilities and directing utility meter readers.

 - Preparing financial analysis reports for other divisions and contractors as required.

 - Providing support, training and assistance to other departmental staff as required.

 - Importing, analyzing and reconciling all cash receipt data for various divisions. This includes identifying and correcting errors in consultation with other departments as needed.

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 - Preparing back-up documentation in support of draft working papers for interim and annual audits and responding to field work enquiries from Auditors.

 - Preparing and disbursing all Electronic Funds Transfers and Cheque Runs with the exception of payroll.

 - Preparing accounts receivable invoice runs including importing monthly Solid Waste Facility and Community Services’ transactions.

 - Performing collections procedures as prescribed.

 - Completing daily reconciliation of all transactions to the various bank accounts, and resolving issues and problems as they arise.

 - Preparing and disbursing monthly utility bills.

 - Processing and administering lottery licensing.

 - Distributing and collecting transit passes and garbage tags.

* Performs customer service duties, including the following:
	+ Receiving, recording and handling or dispatching customer service requests received in person, over the telephone and by email.
	+ Accepting and relaying telephone calls.
	+ Advising, counseling, and interpreting information, requirements and By-laws for the public at the counter, over the telephone and by mail or other electronic means.
* Processes and issues permits relative to the Business License, Building and Zoning By-laws by:

- Completing and maintaining accurate computerized records of all permits issued, including an up-to-date listing of all permits issued.

- Assessing, determining, and verifying fees and costs levied on customers for various products such as permits, document copies, lists and other.

 - Assisting in answering questions pertaining to processing of licenses pursuant to the Business License By-law.

* Provides cash receipt services by:
	+ Opening cashier positions.
	+ Performing end-of-day cash procedures.
	+ Collecting and entering data.
	+ Preparing bank deposits and agreeing daily receipts to the bank statements.
	+ Maintaining cash receipt files.
	+ Registering customers for program registration and facility bookings.
	+ Updating customer information such as name, address and payment information.
* Collects statistics and prepares reports as required.

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* Maintains office filing systems, including:
	+ Filing and retrieving files accurately and efficiently.

 - Sorting and date stamping incoming mail.

- Soliciting advice from and/or making recommendations to other staff and management on day to day issues which enhance the efficient operation of the filing system.

* Other related duties as required including but not limited to:
	+ Assisting the Supervisor, Customer Service and Finance, to resolve technical issues or respond to unusual customer questions and problems.
	+ Continuously working towards streamlining processes in order to improve customer service and the accuracy of financial information and procedures.

**SPECIFICATIONS**

Basic Knowledge

This position requires the ability to use computers, photocopiers, fax machines, telephone equipment and integrated accounting/financial and database software. Understanding of accounting principles is required which is normally gained through vocational training and experience. Well-developed organizational and verbal skills, including tact and diplomacy, are necessary for the incumbent to multi-task when dealing with customer enquiries. The incumbent must have an ability to interpret By-laws in order to clarify these for the public. The incumbent must be bondable.

Specific Vocational Training

The work requires the incumbent to have specialized formal education or training in a broad accounting discipline such as successful completion of a post-secondary diploma program, preferably related to accounting or enrollment in a formal accounting program and two to three years of practical experience in both finance and customer service.

**EFFORT**

Mental

There is an ongoing requirement to perform tasks correctly and efficiently within specific timeframes, which requires substantial mental effort. Duties performed are well defined but the complexity and amount of detail related to each aspect of the job is considerable which requires good organization, resourcefulness, initiative and common sense.

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Physical

There is minimal physical effort required except sustained periods of sitting and the use of a computer. Proper ergonomic principles should be followed.

**RESPONSIBILITY**

Decision Making

The incumbent works under minimal supervision and exercises judgment in the application of standard financial practices, applying City By-laws and in dealing with other employees and members of the public. Neatness and accuracy of records is a necessity. Errors in data entry, communicating information, document preparation or verification, fee assessment, and information security could result in financial loss, embarrassment to the City and loss of staff time.

Contacts

Contacts are with the bank, department heads and managers, co-workers, other organizations and the public. In these contacts, excellent customer service techniques on the telephone and in person are required as well as judgment and tact. Interaction with members of the department is frequent therefore cooperation and “team spiritedness” is essential.

**WORKING CONDITIONS**

Environment

The incumbent works in an office environment and there are few undesirable conditions. Utility bills must be delivered to the mail depot monthly and bus passes delivered to various re-sellers as needed, requiring the operation of a motor vehicle.

Hazards

There are no known hazards except those normally associated with an office environment.

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I have read and understand this job description. The Human Resources Division has informed me that it is a general description of the duties and responsibilities and qualifications required for my position, which forms the basis for my classification level and against which my performance will be evaluated.

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Employee's Signature Date

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Department Head's Authorization Date

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Human Resources’ Authorization Date

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City Administrator’s Authorization Date

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