

Clerk – Service Centre

Purchasing & Customer Services

Level E

(Salary Range: \$1747.67 - \$1909.73 + BSA)

Description:

This position is responsible for providing a high level of service to all internal and external customers of Revenue/Receivables – Service Centre by ensuring the smooth operation of the Service Centre, processing Accounts Receivable billings and collections, completing other revenue/receivables financial duties, performing front line parking administrative duties, and maintaining records management systems. In addition, this position is also involved in various continuous improvement initiatives to improve services and streamline processes.

The work can be challenging and demanding, especially considering the public nature of working for a municipal government. To be successful, you must be well organized to meet competing deadlines, take initiative, and be able to work both independently and as part of a team.

Core Responsibilities:

- Water & Sewer bill payment processing
- Process fees for Criminal Record Checks, Building & Plumbing permits, Recreation Facility Use, Parking tickets, and all other Municipal By-law fine payments
- Filing & Daily Reconciling, Bank Deposit preparation
- Prepare various letters for customer responses
- Scanning, photocopying documents
- Reception/Switchboard/Deliveries
- Mail delivery/pick up at City Hall and within building
- Data entry of tickets, and other daily administrative Parking duties
- Enter data from complaints received in person, over phone or via email
- Outlook and daily schedule updates
- POS items dog tags, Meter bag rentals, Transit passes, Bulk water cards

Education and Experience:

- Successful completion of post-secondary education, preferably in business, accounting or a related discipline, or a combination of education, experience and training deemed equivalent
- A minimum of one-year experience in a clerical position

Knowledge & Desired Skills:

- The ideal candidate will possess the ability to adapt to a changing environment; establish and maintain effective working relationships; work as a team in an environment dealing with information of a confidential nature;
- Excellent, oral and written communications along with strong customer service skills;
- Planning and Organization – possesses organizational skills for planning and prioritizing work to achieve maximum efficiency;
- Customer Focus – ability to work with outside agencies, internal customers and public during performance of duties
- Knowledge of Cogsdale, Oracle, and/or other financial systems is desirable;
- Thorough knowledge of modern office practices, procedures and equipment including Microsoft Word, Excel, Outlook and other Windows driven programs, photocopiers and printers;
- Bilingual abilities in both official languages at the intermediate plus level is a requirement.

Interested individuals may apply in writing to hr@fredericton.ca
by 4:30 pm on 2022 March 18

All interviews will take place via Microsoft Teams

**The City of Fredericton is an equal opportunity employer.
Only those applicants selected for further consideration will be contacted.**