



Office Clerk
Department: Office
Reports to: Administrator

Principal Description:

This position is responsible for primary contact with the landowners of the district, legal firms, and the general public. The Office Clerk assists District staff in serving the needs of the landowners in a way that is consistent with the policies and procedures of the District.

The Office Clerk supports administrative and technical operation by performing various duties requiring organizational systems and procedures. Maintains a working knowledge of the organization and coordinates with customers, management and others to resolve administrative issues.

Personal Suitability:

Under the direct supervision of the Administrator, the Office Clerk performs routine duties independently, setting priorities and scheduling own work in accordance with established and general policies and procedures requiring regular interpretation. Incumbent is responsible for sound judgment, thoroughness and competence in performing job duties. Failure to perform effectively and efficiently could have serious impact on operations and customer relations.

Qualifications:

- Excellent interpersonal, reception and telephone skills.
 - Must have evidence of a broad education and an ability to deal with diverse situations and diversity of people.
 - Familiar with municipal policies, procedures and bylaws.
 - Knowledge of district's structure, policies and procedures.
 - Superior organizational skills.
 - Able to perform tasks accurately in a setting with many interruptions.
 - Knowledge of business English, spelling and basic math.
 - Basic bookkeeping/accounting skills.
 - Bad debt/collections skills.
 - Conflict resolution skills.
 - Time management skills.
 - Knowledge of basic computer skills including but not limited to Microsoft programs, Excel, Outlook and Word.
 - Must be able to learn Vadim Database management and other District software programs as required.
 - Knowledge of general office procedures.
 - Ability to communicate clearly and concisely; both orally and in writing.
-

- Ability to develop and maintain effective working relationships with superiors and peers; as well as with landowners and business associates.
- Maintain confidentiality of work performed.

Essential Job Functions:

1. Ongoing maintenance and cleanup of BMID Database for Utility Billing, Property Taxes; Accounts Receivable, and Cash Receipting.
2. Maintains, processes, and expedites distribution of Quarterly Utility billings; Annual Property Tax Billings; and Special A/R Billings.
3. Maintains, processes and expedites residential and agricultural meter billings.
4. Maintains, processes and expedites A/P invoices and cheques; provides support to Administrator in tracking capital purchases and project expenditures.
5. Analyzes meter consumption from OKIM site; prepares synopsis of discrepancies between OKIM and in-house database.
6. Processes Quarterly, Annual and PT auto-debit applications and cancellations, prepare auto-debits for file transfer to bank; and processes EFT returns.
7. Receipts all incoming revenues; ensures all source documents are filed and that audit trails are balanced for Month-End and Year End Procedures.
8. Reviews monthly A/R balances and collects any overdue invoices.
9. Applies penalties, sends reminders and delinquent notices on a quarterly basis For UB; updates customer history of any reminders and delinquent notices sent.
10. Issues domestic water shut-offs to those customers with an extensive delinquent history (in consultation with General Manager and Water Operations Supervisor); attempts to establish payment plans with customers to help prevent further shut-offs.
11. Applies penalties and sends Tax reminders for agricultural customers, calculates daily interest for any outstanding PT bills, advises General Manager of any accounts that must go to Tax Sale.
12. Processes all UB terminations including final meter readings and creates new customer accounts.
13. Monitors supply of major printing documents including Utility/PT Tax Bills.
14. Provides back up for reception and clerical duties including tax & tolls, work orders, hydrant permits etc.
12. Provides cross training on Cash Receipting, Invoicing etc. to provide coverage;
13. Receives cross Training on A/P, etc. to provide coverage.
14. Coordinates and supports Management staff with semi-annual BMID newsletter; organizes distribution of newsletter to all land owners; updates database with any newsletter returns due to incorrect addresses.

Environmental and Working Conditions:

Work is performed in a normal paced office with frequent interruptions and with the need to deal with a great diversity of people.

Walking, sitting, standing, bending and reaching is required. Physical exertion may be required to lift office supplies.

Standard office equipment including personal computer, pager cell, multi-line telephone system, fax machine, copier and calculator are the tools of the position.