



Job Description – Accounts Payable & Customer Service Clerk

Position Summary:

The Accounts Payable & Customer Service Clerk is responsible for the Accounts Payable function for the Township, processing and issuing payments. This position is the primary front line customer service position for the Township, providing support in person and via telephone and e-mail. Other duties include administrative support services including acting as the back-up for the Payroll function.

Immediate Supervisor:

- Manager of Financial Services / Deputy Treasurer

Directly Supervises:

- N/a

Duties and Responsibilities:

- Acts as the first point of contact in the office for the public, answering inquiries over the telephone, e-mail or in person, accepting payments, providing routine information and referring calls/visitors to appropriate staff when needed.
- Reviews accounts payable invoices for accuracy, general ledger account coding, and departmental authorizations/approvals.
- Process invoices for payment - post data and create accurate payments, prepare cheques and Electronic Fund Transfers for authorization and distribution.
- Reconciles processed work by verifying entries and comparing system reports to balances.
- Preparation and processing of routine journal entries.
- Financial duties related as assigned to yearend audit, and other reconciliations and general financial duties.



- Reviews HST payable and applicable rebates for appropriate treatment.
- Ensure the correct timing of account payments to obtain any discounts/avoid any penalties.
- Reviews and reconciles customer accounts and statements.
- Perform cashier functions including accepting, balancing and processing tax and other payments.
- Prepare financial summaries and reports as required for various departments and Council.
- Preparation of bank deposits.
- Provide back up for preparation and processing of bi-weekly payroll including the calculation of government remittances.
- Assist with inquiries with regard to taxes, financial records, and other inquiries, and provides back-up to other members of the Finance Department where required.
- Assist in the preparation and mailing of tax notices.
- Retrieves mail from the post office and distributes to each department.
- Administers lottery licences, including issuing, tracking and monitoring licences.
- Other duties as assigned.

Education, Experience and Qualifications:

- Completion of post-secondary education in Finance, Business Administration, Accounting or equivalent combination of education, training, and experience.
- Two years of experience in accounting, cash handling, customer service and financial software, preferably in a municipal environment.
- Working knowledge of current acceptable accounting practices and principles.
- Superior attention to detail and a high degree of data entry accuracy.



- Demonstrated ability to use reliable judgment and maintain confidentiality.
- A self-motivated, highly organized individual with excellent communication and interpersonal skills for dealing with the public.
- Must possess strong critical thinking and problem-solving skills.
- Must be capable of multi-tasking and working with minimal to no supervision.
- Knowledge and experience with property taxation and/or payroll processing considered an asset.
- Proficient in the use of office related software, including Word, Excel and accounting software.
- A valid Criminal Record Background Check is required
- A valid Ontario Class G Driver's Licence and access to reliable transportation.

Working Conditions:

- Will involve local travel related to mail and banking activities.
- Involves mental and visual concentration
- Job requires light physical exertion
- Working environment contains the usual risks or discomforts of sitting for long periods of time; no special safety precautions are required.
- Exposure to members of the public, with potential for contentious situations to arise.