



POSITION TITLE: Reception / Administrative Clerk

DEPARTMENT: Administration

REPORTS TO: Chief Administrative Officer

Accountability/Responsibility

The Reception / Administrative Clerk under the general direction of the Chief Administrative Officer, is responsible for administrative duties for the Rural Municipality of De Salaberry.

Duties:

Office Support:

- Provide customer service by phone or at the counter
- Track complaints/concerns and ensure completion of issues
- Complete TELPAY and bank deposits
- Direct emails and mail to appropriate staff members
- Prepare and file reports and correspondence as required
- Maintain daily record of St Malo Treatment Plant including yearly Assessment Report
- Update mortgage/address information/title changes on Muniware and MMO
- Maintain Diarize Binder and ensure follow-up
- Issue Tax Certificates
- Send documents for translation
- Post Ads with newspaper, R.M. website, other online sources
- Issue Burn Permits upon approval from Fire Chief's
- Issue Dog Licenses, Lottery Licenses and Business Licenses.
- Prepare and file Local Gaming Authority Financial Year End Report
- Register Council and Staff for attendance to conferences/courses including hotel bookings
- Prepare Council/Committee agendas, complete minutes, order meals
- Order office supplies
- Open and Close Office tasks
- Other duties as assigned



Utility Support:

- Manage all functions for billings, inquiries and collections
- Create and maintain all customer accounts
- Process quarterly and final billings
- Apply monthly penalties on outstanding balances
- Update connection spreadsheet and update corresponding maps

Experience & Qualifications

- Grade 12 Diploma
- Minimum of one-year related clerical or computer training or equivalent experience
- Able to communicate orally and in writing in English and French (preference)
- Able to follow oral and written instructions
- Able to read and interpret polices and bylaws
- Computer knowledge of Microsoft Word, Excel, and Outlook programs
- Able to learn various municipal computer programs
- Able to be analytical in the performance of their duties and provide suggestions to improve existing procedures to enhance the level of service to municipal ratepayers
- Be prompt, tactful and discrete when dealing with all requests and complaints
- Able to work in a team and provide back-up as required