



City of
Prince Albert

EMPLOYMENT OPPORTUNITIES

SERVICE DELIVERY COORDINATOR **Competition #2015-073**

The City of Prince Albert invites applications for the permanent position of Service Delivery Coordinator in the Financial Services Department. This position would be responsible for overseeing customer service delivered by the Financial Services Department, including managing and responding to customer concerns and the performance of many of the Financial Services Department frontline staff.

The Financial Services Department provides service to residents in many areas including property taxes, water bill invoicing, parking tickets, and taking payments for other receivables.

Principle Duties and Responsibilities:

- Responsible for addressing customer complaints and concerns with respect to various functions of the Department, including but not necessarily limited to, water and tax billing, parking tickets, and cashiering;
- Supervise, schedule and manage the performance of various unionized positions, including but not necessarily limited to water and tax billing, parking tickets, and cashiering;
- Understand the City's accounting software and be capable of providing clear direction to staff on the proper use of that software and resolve typical issues with data entry into the software;
- Complete and submit accurate reports from information extracted from software systems;
- Assist in preparation of the annual budgets, reports, research and other special projects as required by the Director of Financial Services;
- Coordination of internal and external training for staff.

Qualifications Include:

- Degree or Diploma in a business related program, or related experience;
- 5+ years of experience in an accounting environment.

To explore this opportunity in complete confidence, please email your resume quoting competition #2015-073 by **4:00 p.m. Tuesday, September 8, 2015** to jobs@citypa.com.



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*The City of Prince Albert is committed to the principles of employment equity.
We thank all applicants, however only candidates interviewed will be contacted.*