

Job Title: Billing Services Clerk

Requisition ID: 3515

Affiliation: CUPE Municipal

Position Type: Temporary Full Time

Fixed Term Duration: Approximately one (1) year

Number of Openings: 1

Bi-weekly Working Hours: 70 hours bi-weekly

Shift/Work Schedule: Monday - Friday

Division/ Department: Corporate Services, Accounting Services

Job Location: Fort McMurray

Pay Level: PL6

Rate: \$ 42.36

COLA: Bi-Weekly - \$480

Posted (dd/mm/yyyy): 03/05/2025

Closing Date (dd/mm/yyyy): 18/05/2025

Posting Type: Internal and External

GENERAL DESCRIPTION:

Under general supervision, the Billing Services Clerk ensures that fees, billings, and charges owed to the municipality are prepared, mailed, and accounted for in accordance with municipal policies, bylaws, and provincial statutes. This position also assists in the reconciliation of sub-ledgers within the general ledger.

RESPONSIBILITIES:

- Processes billings to customers and ratepayers for sale of goods and services provided by the municipality including but not limited to water and sewer, ambulance, facility booking, bulk water, landfill and domestic waste users, and cemetery billings.
- Maintains knowledge of applicable municipal bylaws, policies, and procedures and ensures all receivables are billed and recorded accordingly.
- Receives and manages large volumes of customer enquiries and properly communicates details of related bylaws and policies as required.
- Liaises with cashiers and ensures that payments, refunds, and all other adjustments are posted to customer accounts accurately and on a timely basis.
- Reviews and processes changes to customer accounts and uses judgement to make recommendations when refunds of customer deposits are required.
- Liaises with the public, investigates complaints, and answers enquiries, both in writing and verbally.
- Prepares and completes all receivable account reconciliations to ensure sub-ledgers are balanced to general ledger on a monthly basis.
- Reviews and monitors all overdue, unpaid accounts, and contacts customers for payment.
- Assists with service terminations and transfers to tax when required.
- Uses multiple computer programs, which may include AS400, SAP, Geoware, Wisetrack, Neptune, Flex Suite, Accela, and Profuel.
- Performs other duties as assigned.

QUALIFICATIONS

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to communicate clearly and concisely, in writing and verbally.
- Ability to prioritize and organize work effectively.

- Ability to interpret information from a wide variety of sources and apply various bylaws and organizational policies and procedures.
- Demonstrable skills in general mathematics and numeracy.
- Must have strong organizational skills and attention to detail.
- Ability to deal courteously and effectively with a diverse range of people using judgement, tact, and sound decision-making skills, sometimes in conflict situations.
- Ability to meet strict deadlines, usually under own initiative.
- Proficiency with Microsoft Office (Outlook, Excel, and Word).

EDUCATION AND EXPERIENCE:

- Certificate in Business Administration or Accounting is required.
- Two (2) years of billings, receivables, and collections experience in a computerized accounting environment is required.

OTHER REQUIREMENTS:

- Submission of a Criminal Record Check.

SAFETY:

As an employee of the Regional Municipality of Wood Buffalo, the incumbent is responsible for understanding and actively participating in the RMWB's health and safety management system, and complying with all policies, practices, and procedures. All employees must take reasonable care to protect the health and safety of themselves and others, as well as immediately report any concerns, near misses, incidents, and hazardous conditions to their supervisor.

**To apply: Please visit our website at jobs.rmwb.ca
Current employees must apply through the internal careers site.
We appreciate the interest of all applicants; however, only those individuals
selected for interviews will be contacted. Late applications will not be accepted.**