



WEST HANTS REGIONAL MUNICIPALITY

JOB DESCRIPTION Customer Service Clerk

Position Title: Customer Service Clerk
Department/Division: Financial Services
Reports To: Revenue Services Supervisor
Direct Reports: No
Pay Level: 2
Classification: Full-time
Revision Date: March 9, 2023

Position Summary: The Customer Service Clerk is the first point of contact for customers entering or contacting the organization. The Customer Service Clerk welcomes and assesses customer needs and handles issues and concerns directly when able. When unable to resolve issues or respond to inquiries the Customer Service Clerk directs the customer to appropriate personnel. The position is also responsible for cash receipting, processing payments, and answering phones.

JOB DUTIES AND RESPONSIBILITIES

CUSTOMER SERVICE

- Respond to telephone and written requests/inquiries and forward or redirect as appropriate.
- Welcome in-person customers and assess their needs. If able, respond directly to customer inquiries.
- Assist customers with setting up accounts, accessing information, updating account information, and navigating the Financial Services options on the municipal website.
- Responsible to ensure the cash drawer is counted and the daily audit is balanced with the Revenue Services Supervisor.
- Scan required documents to customers' accounts.

PAYMENT PROCESSING

- Process all incoming payments and cash receipts.
- Process telepayments based on information received from the Manager, Revenue and Cash Management.
- Assist with the Pre-Authorized Payment Program.
- Assist with post-dated cheque processing.

MAIL PROCESSING & DISTRIBUTION

- Assist with tax and utility billing mail out.
- Monitor returned mail and identify correct addresses and update where possible.
- Prepare and maintain correspondence for returned payments.

OTHER

- Support Financial Services Administrative Assistant with Records Management.
- Assist the Utility and Tax Clerks on special projects and tasks, as needed.
- Assist the Revenue Services Supervisor and Assistant on special projects and tasks, as needed.
- Perform other job-related duties as assigned.