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## Utilities Clerk (Regular Part-Time)

The City of Duncan is seeking an energetic and self-motivated individual to join our finance team. With customer service as our focus, this position answers and resolves customer billing inquiries in a professional manner. This role requires the ability to prioritize tasks, work under pressure with a high degree of accuracy, meet daily and monthly deadlines and work with frequent interruption.

### Key Duties

- Preparation of utility invoicing (water and sewer) for both metered and non-metered customers ensuring all accounts are billed correctly per City bylaws
- Preparation of meter reading routes with Sensus software
- Review meter readings for accuracy and completeness
- Maintain the finance side of all utility connections
- Creation and maintenance of utility and property tax customer accounts
- Co-ordinate with Public Works and the Building Departments
- Respond to a high volume of telephone and counter inquiries concerning utility bills
- Investigate billing issues and obtain approval for adjustments to customer accounts
- Assist with cash receipting and provide backup for accounts payable and receivable

### Skills & Abilities

- Excellent organizational skills with the ability to manage multiple priorities
- Interpret related legislation, policies, and bylaws
- Communicate effectively verbally and in writing
- Exceptional customer service skills
- Proven ability to conduct oneself in a professional manner.

### Qualifications

- Post secondary certificate or degree or combination of education and experience
- Minimum of 5 years of accounting or clerical experience
- Prior utility billing experience would be an asset
- High level of proficiency in Microsoft Office and Excel

This is a regular part time CUPE 358 position of 28 hours per week with an hourly rate of \$30.50 (2020 rate), plus proportional benefits as per the CUPE 358 contract.

A cover letter and complete resume of experience, qualifications will be accepted until 4:00 p.m., January 19, 2021 and should be submitted to the attention of Bernice Crossman, Director of Finance, City of Duncan, 200 Craig Street, Duncan, BC V9L 1W3 or by email to: [hr@duncan.ca](mailto:hr@duncan.ca).