

JOB DESCRIPTION

POSITION:	CUSTOMER SERVICE CLERK		
DEPARTMENT:	Finance	UNION:	C.U.P.E. Local 543
LOCATION:	Various	JOB CODE:	543053
HOURS OF WORK:	33.75	GRADE/CLASS:	0.07
SHIFT WORK REQ'D:	No		

DUTIES:

Reporting to the Manager of Property Valuations & Administration, or designate, this position will be responsible for the processing of all receivables and responds to tax inquiries from City residents. Is responsible for a variety of support and clerical duties including but not limited to answering tax inquiries by telephone or at the counter; Operates a computer and video display terminal; Accepts and processes all payments for taxes and accounts receivable invoices through the cash register; Balances and prepares deposits for the bank; Accepts post-dated cheques at the counter or through the mail and processes payments for deposit at the bank. The incumbent will be responsible to update and follow-up on current files and notices for outstanding accounts; Communicates with the public and fellow staff in a courteous and tactful manner. Will perform Occupational Health & Safety duties as outlined in the Corporation's Health and Safety Program. Will perform other related duties as required.

QUALIFICATIONS:

- Must have an Ontario Secondary School Graduation Diploma or Ontario Ministry of Education equivalencies;
- Must have over three (3) months of experience in a computerized office environment utilizing the Microsoft Suite of Products (i.e. Word, Excel, Outlook);
- Must have a minimum typing speed of 40 wpm;
- Must be proficient in mathematical calculation;
- Must possess good public relations skills;
- A working knowledge in the property tax area will be considered a definite asset;
- Basic knowledge of accounting procedures is an asset;
- Experience handling cash is an asset;
- The physical demands analysis associated with this job indicates a light level of work.

In accordance with the Accessibility for Ontarians Act, 2005 and the Ontario Human Rights Code, the City of Windsor will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the City of Windsor Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.