



Position Title:	Utility Clerk	Competition No:	2025-17
Department:	Financial Services	Close Date:	Until Filled

Position Details:

Probation Rate: \$28.61

Regular Rate: \$30.12

Hours of Work: 40 hours/week

Employment Type: Permanent

About Us:

Located 20 minutes from Winnipeg, Selkirk is a vibrant small city with a hometown feel. Our close-knit community loves to celebrate, learn and explore in the company of good neighbours. All through the year, there are many opportunities to enjoy local talent, learn about our past and seek out new interests.

The Opportunity:

The City of Selkirk is currently in search of a **Utility Clerk** to join our team. Under the direction of the Manager of Accounting, the Utility Clerk is responsible for performing financial and administrative duties primarily as it relates to Water and Wastewater Utility operations.

Job Duties:

1. Daily Utility Business Processes:

- Ensure all requests pertaining to utility accounts are responded to accurately and in a timely manner with a Citizen-service delivery focus.
- Analyze accounts and process customers' final bill after verifying consumption information.
- Manage customer accounts, including records and information within established timelines.
- Identify and schedule meter inspections.
- Manage Utility receivables and lead collection efforts for outstanding Utility accounts.
- Investigate and process authorized Water and Wastewater Utility account adjustments.
- Investigate and evaluate Water and Wastewater Utility consumption adjustment requests and make recommendation to management in writing. Draft response letter from management to customer.
- Manage the consumption adjustment request process in a timely manner.
- Manage the Dynamics GP Diamond Utility module for improved functionality; and,
- In conjunction with Operations, manage the Neptune software system and ensure maximum usage of Neptune functionality.

2. Monthly Utility Business Processes:

- Analyze and post penalties on overdue accounts.
- Reconcile and analyze the Utility receivable to the general ledger.

- Reconcile and analyze the meter security deposits held to the general ledger.
- Forecast future utility sales volumes, based on consumption and community factors.

3. Quarterly Utility Business Processes:

- Export and import the active Utility account information between Diamond Municipal and Neptune software systems.
- Import the Utility consumption information from Neptune software systems to Diamond Municipal for billing purposes.
- Verify, analyze, interpret, and summarize Utility consumption data.
- Prepare, analyze, issue, and mail Utility billings.
- Analyze the trends in consumption and outstanding Utility Receivables to make recommendations to resolve same.
- Lead and prepare the quarterly utility variance analysis and explanations; and,
- Manage the Utility Pre-Authorized Payments file for processing; and,
- Investigate and adjust consumption volumes resulting from the water running to prevent freezing measures.

4. Annual Utility Business Processes:

- Analyze, reconcile, and transfer appropriate outstanding Utility balances to the tax roll.
- Update and maintain Utility rate changes as approved by the Public Utilities Board; and,
- Reconciliation of assigned accounts to the general ledger and related analysis.
- Assist in the preparation of the annual budget process and monthly variance
- Prepare and analyze year-end working papers and variance analysis on assigned general ledger accounts; provide backup and explanations for external auditor as requested.

5. Annual Budget and Financial Plan:

- Assist in the preparation of the annual budget and Financial Plan process.
- Provide the City with the most up-to-date and accurate estimates of consumption and utility sales revenue, supported by explicitly stated assumptions and analyses of historical utility consumption data, applicable rates, and environmental factors.
- Lead the analysis and budget estimates of assigned Utility accounts, working in conjunction with other key departments; and,
- Assist in the public communication of the Financial Plan.

6. Water and Wastewater Rate applications to the Public Utilities Board:

- Actively lead the accurate collection of operational and financial data required for the rate application.
- Assist in the assembling of the finalized rate application document.
- Manage the submission and approval process.
- Investigate and respond to questions from the Public Utilities Board, in conjunction with the Operations Department.
- Prepare, verify, and mail customer notification(s) on Utility rate changes; and
- Prepare any related By-Laws, reports to Council, and other required business activities.

7. Utility Debentures:

- Analyze and finalize project and funding costs.
 - Manage financial institutions' interest rate proposals.
 - Analyze the interest quotes within the Canadian interest rate environment.
 - Prepare Debenture for issuance.
 - Manage the debenture submission and approval process.
 - Manage the receipt of debenture funds; and,
 - Maintain the master list, with payment and expiry dates, of required debenture payments.
8. Generate and implement continuous improvements in all areas of responsibility. Automation of routine tasks, management of technological improvements, internal process flow improvements, better communication with client departments, and enhanced citizen-focused service outcomes are key success factors for this position.
9. Work closely and collaboratively with the Operations Department to ensure the successful operation and administration of the City of Selkirk's Water and Wastewater Utility.
10. Be an active team member by working collaboratively with fellow employees and management to accomplish the Financial Services department's ongoing and future operational departmental demands.
11. Maintain confidential records. Report to Manager of Accounting on any non-compliance with the financial policy/procedures of the city when discovered.
12. Remain current on all Resolutions, Regulations, By-Laws, Policies and Legislation that may impact this position.
13. Provide backup, support, and training to other positions within the department as required; to provide training and assistance to other municipal staff as required.
14. Update job knowledge by participating in educational opportunities and maintaining personal networks as it relates to this position.
15. Ensure job procedure manual is current for this position. Create all required procedures, as necessary. Assist with policy development, as applicable.
16. Perform other related duties as assigned.

Qualifications and Minimum Requirements:

Minimum Requirements shall include:

- Grade 12 Education or General Education Development (G.E.D.)
- Successful completion of a Post-Secondary Degree or Diploma in Accounting or Business Administration.
- Two (2) years' accounting experience in a financial environment.
- Demonstrated experience with externally facing customer service.

- Proficient in using Microsoft office programs specifically Outlook, Excel, Word and PowerPoint as well as proficient in researching information on the internet.
- Must be able to communicate clearly and concisely, both orally and in writing. This includes the ability to understand written and verbal instructions.
- Must possess excellent organizational, time management and filing skills.
- Must be detail orientated, extremely accurate and be able to multi-task and meet multiple deadlines.
- Ability to establish and maintain positive working relationships with employees at all levels of the organization, external contacts, and the public, in accordance with the Respectful Workplace Policy.
- Knowledge and understanding of the occupational hazards, safety precautions, regulations and procedures that are applicable to the area of work.
- Demonstrates competency in safe work practices.
- Must be bondable.
- Physically able to perform the clerical aspects or physical duties associated with the position.

Desired Qualifications

- Two (2) years' experience in a Utility Clerk role.
- Two (2) years' experience in a municipal office environment.
- Successful completion of an Undergraduate Financial Diploma or Degree from a recognized college/university.
- Demonstrated experience with financial analysis and reporting.
- Demonstrated experience with Neptune Water and Wastewater Utility billing software.
- Demonstrated experience with Dynamics GP software, specifically Diamond Municipal.
- Demonstrated experience with database structures, queries, and reports.
- Successful completion of the Manitoba Municipal Administrators Certificate program.

Apply:

Visit our website <https://www.myselkirk.ca/employment> to apply online via our [Career Connector](#) website. Applicants will need to create a profile and submit an application for consideration.

Comments:

This is a Full-time Permanent Unionized position open to all applicants. Preference will be given to established (as outlined in the Collective Agreement) members of CUPE Local 336. Applications will be accepted until the position is filled.

The City of Selkirk is an equal opportunity employer, committed to providing an inclusive work environment. Applicants who require accommodation during the hiring process are encouraged to contact the [City's Human Resources Division](#).

Thank you to all who apply, however, only those candidates selected for an interview will be contacted.

NOTE: Employees will be required to adhere to the City's Vaccination Policy.