

General Receivables/Customer Service Clerk

Administrative Level 3 – Finance

Competition #105

Please apply with a cover letter and resume online at: <https://jobbank.brandon.ca/>

Position Conditions: This permanent, full-time position (36.25 hours per week) will be offered in accordance with conditions identified in the Collective Agreement between the City of Brandon and CUPE Local 69. First consideration will be given to current City of Brandon CUPE employees. The City of Brandon reserves the right to underfill this position.

NOTE: Successful applicants must pass a criminal record check.

Rate of Pay: \$22.55 - \$25.94 per hour – (2025 rates)

Closing Date: 11:59 PM on May 27, 2025

This competition will include testing and an interview.

PURPOSE OF POSITION

This position is the first point of contact for all City Hall customers. This position is responsible for performing basic accounting work involving general receivables, receiving and recording payments for all City services, and providing excellent customer service to both internal and external customers. This position is part of a team and is responsible for performing other clerical functions within the department when required.

The Finance Department endorses the Lean philosophy and requires all positions to incorporate and promote the process within their functions and duties.

TYPICAL DUTIES AND RESPONSIBILITIES

- Manages all customer enquiries in a courteous and expedient manner;
- Answers enquiries about accounts such as property taxes, accounts receivable and water; resolves matters whenever possible, referring more complex enquiries to appropriate staff;
- Processes a variety of payments and issues receipts as required, ensuring prompt customer service;
- Responsible for balancing, reconciling and posting cash receipt batches on a daily basis;
- Prepares daily bank deposits;
- Responsible for review of accounts receivable data entry originating in other departments of the City to ensure accuracy;
- Coordinates all third-party ambulance submissions;
- Responsible for posting accounts receivable batches and ensures invoice delivery to appropriate party;
- Assists with maintenance of filing systems and department supplies as required;
- Responsible for creating and maintaining electronic customer files for accounts receivable, inputting billing information and producing reports as required;
- Remains current with tax legislation with respect to the appropriate application of GST and RST;

- Performs duties of other clerical positions within the department due to changing priorities within the department and will provide direct back-up to another position in the Department within the same classification;

NOTE: This description is not intended to limit the assignment of work or be construed as a complete list of the many duties to be performed by the incumbent.

MANDATORY QUALIFICATIONS & EXPERIENCE

- Grade 12, G.E.D., or Mature High School Diploma.

PREFERRED QUALIFICATIONS & EXPERIENCE

- Course work including keyboarding, word processing and excel;
- Sufficient office and customer services experience to demonstrate the ability to effectively deal with the general public and to perform the duties of the position competently.

NOTE: Successful Applicant must pass a Police Criminal Record Check

Please contact HR@brandon.ca for a complete job description

The City of Brandon is committed to an inclusive, barrier free environment and will accommodate the needs of applicants under the Accessibility for Manitobans Act (AMA) throughout all stages of the recruitment and selection process. We thank all applicants for their interest; only those advancing in the competition will be contacted. If contacted to participate in the process, please advise if you require an accommodation. If you are interested in finding out more about the City of Brandon job opportunities as soon as they are posted, please follow us on Facebook or X!