



POSITION DESCRIPTION

POSITION:	REVENUE AND CLIENT SUPPORT CLERK
DEPARTMENT:	CORPORATE SERVICES
CURRENT ISSUE:	AUGUST 2026
NEXT REVISION:	AUGUST 2031
AFFILIATION:	NON-UNION

POSITION SUMMARY:

Reporting to the Deputy Treasurer, the Revenue and Client Support Clerk provides administrative, financial and client service support within the Finance Department. The position serves as a key point of contact for the public, is responsible for a variety of revenue and financial administrative functions including bank deposits and bank reconciliations, and provides required support to ensure continuity of service and efficient departmental operations.

DUTIES AND RESPONSIBILITIES:

1. Provide professional and courteous front desk reception and client service to residents, taxpayers, businesses, and other members of the public.
2. Acts as the primary respondent for tax and water inquiries, directing matters to the appropriate staff and escalating as required to ensure timely responses.
3. Provide reception coverage, including greeting visitors, receiving payments and documentation, and directing inquiries appropriately.
4. Support the Tax & Water Clerk with day-to-day administration, including account inquiries, payment processing, account maintenance, and related correspondence.
5. Initiate, contribute to, and support continuous process improvement initiatives, with an interest in identifying opportunities to improve efficiency, service delivery, and internal procedures.
6. Prepare, process, and reconcile bank deposits in accordance with established financial procedures and internal controls.
7. Complete bank reconciliations and investigate and resolve discrepancies in a timely manner.
8. Assist with the processing, recording, and reconciliation of financial transactions and revenue receipts.
9. Provide support and backup coverage for other Finance positions during absences, peak workloads, vacations, and as operational requirements dictate.
10. Assist with accounts receivable, accounts payable, cash receipting, filing, grant applications and reporting, and other general Finance Department functions as assigned.
11. Maintain accurate and organized electronic and paper records in accordance with municipal policies and applicable legislation.

12. Prepare routine reports, correspondence, spreadsheets, and other documentation as required.
13. Ensure confidentiality and security of financial, taxpayer, and personal information.
14. Provide support for year-end, audit, and other financial reporting activities as required.
15. Follow established financial policies, procedures, internal controls, and applicable legislation.
16. Perform other related duties as assigned.

QUALIFICATIONS:

- An Ontario Secondary School Diploma.
- A post-secondary diploma in accounting, business or related field would be an asset.
- A minimum of 1-3 years' experience, working in a municipal environment preferred.
- A sound working knowledge of MS Office software applications and adaptability to program specific software; experience with financial software (Business Central, Sylogist or Great Plains would be considered an asset)
- Strong attention to detail and a high degree of accuracy when working with financial information and records.
- Excellent customer service, communication, and interpersonal skills, with the ability to deal professionally and respectfully with the public.
- Must be positive, approachable, and solutions oriented with the ability to work in collaboration with the team.

PRINCIPAL ACCOUNTABILITIES:

In addition to the general requirements of the Municipality for regular and reliable attendance, timeliness, and personal conduct consistent with Municipal policies and procedures, the incumbent is expected to:

- Promote and maintain clear lines of communication that foster successful interpersonal relationships. Such communication shall be timely, informative, accurate, courteous, responsive and complete.
- Maintain the confidentiality of all employee and resident related information deemed to be confidential.
- Ensure that the equipment of the department is maintained, respected and that preventative maintenance is undertaken.
- Ensure that equipment is utilized in a safe manner by informed staff, conforming to established operating specifications.
- Maintain all necessary qualifications and certifications and ensure all professional standards and legislative requirements are met.
- Be fully knowledgeable of your responsibilities under the Occupational Health & Safety Act and Regulations, and to work in compliance with these provisions to create an environment, which is conducive to the health and safety of the Municipality's employees, residents, volunteers and other stakeholders.
- Work in a safe manner and report any hazards or incidents as soon as possible.
- Be fully knowledgeable of the Occupational Health and Safety Manual to understand actions

expected.

- To take a problem-solving approach to your work, using sound judgment, acting appropriately to ensure safety.

APPROVAL:

This position description has been approved by the Deputy Treasurer.

TITLE

SIGNATURE

DATE

Deputy Treasurer

INCUMBENT'S SIGNATURE

I, _____, have read and understand the content of the above position description.

Employee signature: _____ Date: _____

REVENUE AND CLIENT SUPPORT CLERK - PHYSICAL DEMANDS

TASK DEMANDS: Frequency of identified physical tasks in job responsibilities

TASK		FREQUENCY			
		Never (0%)	Occasional (<33%)	Frequent (33% - 66%)	Constant (>67%)
Sitting – remaining in the normal seated position					X
Standing – remaining on one's feet in an upright position without moving about or combined with walking				X	
Walking – moving about on foot on level or uneven surfaces			X		
Stooping/Bending – bending down and forward at the waist in a sitting or standing position			X		
Kneeling – bending legs to rest on one or both knees		X			
Crouching/Squatting – Bending down and forward by bending legs at knees		X			
Crawling – Moving about on hands and/or knees or feet.		X			
Twisting – Rotating upper torso left and right while sitting or standing			X		
Balancing – maintaining body equilibrium to prevent falling when walking, standing, crouching, kneeling on narrow, slippery, or moving surfaces.		X			
Climbing – Ascending/descending ladders, stairs, scaffolding, poles, or inclined surfaces.		X			
Keyboarding – using a computer keyboard, adding machine, calculator, typewriter, etc.					X
Reaching – extending hands and/or arms below, at or above shoulder height			X		
Gripping/Handling – manipulating objects with the hands by seizing, holding, grasping using a power grip or simple gripping			X		
Fingering – manipulating objects using the key, palmar or tip inch grip positions.		X			
Lifting	Under 10 lb. (4.5 kg)		X		
	10 – 20 lb. (4.5 – 9.0 kg)		X		
	20 – 40 lb. (9.0 – 18.0 kg)	X			
	Over 40 lb. (27.0 Kg) Specify: Mechanical Lift	X			

PUSH/PULL REQUIREMENTS (Identify specific tasks requiring pushing/pulling equipment involved)	Frequency		
	Occasional (<33%)	Frequent (33% - 66%)	Constant (>67%)
Pushing/pulling of equipment (eg. lawnmowers, carts, auto-scrubbers, or other cleaning equipment)	X		

OTHER PHYSICAL/COGNITIVE REQUIREMENTS: Identify special requirements used routinely in the job and identify job task (e.g. listening and visual concentration for transcription; mental concentration for multi-tasking etc.)

PHYSICAL/COGNITIVE REQUIREMENT	JOB TASK	YES	NO
Mental Concentration	Fast-paced, multi-tasking environment, critical thinking, problem solving	X	
Risk of Eye Strain	Constant viewing of computer monitors	X	
Mental Demands	Working with tight deadlines, decision making accountability, legislative restrictions	X	

WORKING RELATIONSHIPS

Internal	CAO, Director of Corporate Services/Treasurer, Senior Staff, support Staff, Members of Council
External	Government ministries and agencies, professional consultants, contractors, suppliers of services and equipment, Agency Partners

Legend: D – Daily, W – Weekly, M – Monthly, Q – Quarterly, A – Annually

TITLE OF PEOPLE CONTACTED	D	W	M	Q	A	PURPOSE	HOW	
							ORAL	WRITTEN
Residents	X					Providing information; follow-up on complaints and inquiries	X	X
Stakeholders/Contractors			X			As team leader and member; supporting departments and unit activities, purchase orders	X	X
Employees/Managers	X					Communicating, collaboration, consulting, providing direction, Performance accountability	X	X
Members of Council			X			Providing information, seeking approval/direction	X	

Externally (e.g. suppliers, staff of other Municipalities, Government Agency, Local Businesses, General Public)

Legend: D – Daily, W – Weekly, M – Monthly, Q – Quarterly, A – Annually

TITLE OF PEOPLE CONTACTED	D	W	M	Q	A	PURPOSE	HOW	
							ORAL	WRITTEN
Other Municipalities/Government Agencies/Local Businesses	X					Supporting referred-in workload	X	X

ENVIRONMENTAL DEMANDS:

This position may have to occasionally serve several people at one time, and frequent interruptions may be common. The office environment may be busy, noisy, often dealing with several requests by others during brief time intervals. The employee must be an excellent communicator and be able to manage various issues simultaneously. The position requires frequent use of computers and other office equipment. Filing and organization are routine tasks.

WORKING CONDITIONS:

This position is required to work regular full-time hours in an office environment. Additional work may be required to complete special requests or projects. After-hours meeting attendance or travel may also be required.

SUPERVISORY/MANAGEMENT ACCOUNTABILITIES: No

THE ABOVE INFORMATION IS CORRECT AS APPROVED BY:

Departmental Manager

REVIEWED BY:

Human Resources

Incumbent