



CBRM

A Community of Communities

Cape Breton Regional Municipality

Financial Service Clerk 3 – Water Collections

Regular Full Time

DEPARTMENT: Finance

JOB SCOPE: Water arrears collection within the Financial Services Department.

STATUS: Union - Inside Bargaining Unit CUPE Local 933

SALARY: \$61,028 / year

MINIMUM QUALIFICATIONS: (Must include copies of the items listed below)

Required Education and Experience:

- Minimum of University Degree or Diploma in Business or Public Administration with major concentration in Accounting or Finance; **OR**
- Minimum of 5 full years previous direct, concentrated work experience in financial accounting and revenue billing and collection in a computerized environment.
- A Medical assessments including but not limited to physical, vision, and hearing tests may be required. The assessments must show the capacity of performing tasks of the classification. This will be completed at a later date.

PREFERRED QUALIFICATIONS:

- Degree or Diploma shall have been received within the last 5 years.
- Where degree or diploma is older than 5 years, listing of education courses applicable to the degree or diploma required.
- Minimum of 3 years previous related experience in a computerized environment, preferably in the following Municipal Government Fields:
 - Financial Accounting
 - Revenue Billing and Collection
 - Procurement
- Emergency First Aid/Level A CPR & AED Training (Current)

CLOSING DATE FOR APPLICATIONS: 4:00 p.m. Tuesday, August 6th, 2024

Applications quoting **Reference No. 24.25-E** should be directed to:

Human Resources Department, Cape Breton Regional Municipality, 320 Esplanade, Suite 303
Sydney, Nova Scotia B1P 7B9

Fax: 902-563-5582 **E-mail:** jobapplications@cbrm.ns.ca

Applications/Resumes may also be submitted in the drop-off box: Main Floor, City Hall during regular working hours (8:30 a.m. – 4:30 p.m.). Although we thank all applicants for their submissions, we will respond only to those we wish to interview.



JOB DESCRIPTION

Position Title:	Water Collections	Classification:	Financial Services Clerk 3
Department:	Finance	Location:	Civic Centre
Reporting to:	Manager, Finance	Bargaining Unit:	CUPE 933
Salary:	\$61,028 / year		

JOB SCOPE:

Water arrears collection within the Financial Services Department.

MAIN FUNCTIONS:

- To assist in the preparation and distribution of documentation related to the Water Arrears Collection.
- To provide customer information.
- To meet with customers to review their water accounts as directed.
- To discuss payment options with customers as per policy and document all arrangements.
- To report to the Manager of Finance regarding arrangements on accounts and account adjustments when deemed necessary.
- To follow up on account arrangements on a monthly basis with exception reporting to the Manager of Finance.
- To complete Pre-Authorized Payment (PAP) arrangements with customer in accordance with the CBRM collection policy.
- To work closely with and provide all necessary information to staff performing Service disconnections and re-connections including the Water Utility Department and Customer Service Centre.
- To work with and provide information to outside collection agencies on accounts arrears assigned to the agency.



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- Ability to recommend changes and be proactive within the water collection department.
- To assist the Manager of Utilities with water accounts receivable analysis and reporting.
- Ability to relate accounts receivable activities with its impact on the financial statements.
- To enforce all relevant CBRM Policy & Procedures.
- To provide customer service and handle incoming customer inquiries daily.

FINANCIAL ACCOUNTING

- Prepares and records data for fund accounting purposes.
- Performs technical and administrative accounting work in maintaining the fiscal records and systems of the Cape Breton Regional Municipality.
- Makes journal entries to general ledger as required.
- Prepares reports for internal use as required.
- Participates in the audit process.
- Communicates with other agencies on related financial issues.

QUALIFICATIONS:

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KNOWLEDGE, SKILLS, & ABILITIES:

- Knowledge of collection methods and procedures.
- Must be skilled communicator possessing keen interpersonal skills.
- Knowledge of computer applications such as SAP, Parcel Finder, Microsoft Word & Excel, Tax & Water, etc.
- This position requires a lot of interaction with the Water Utility Department, Customer Service Centre and the general public and as such, excellent communication skills (oral and written) is a mandatory asset.