



**Position Title:** Utilities Clerk  
**Reports To:** Deputy Treasurer  
**Department:** Treasury  
**Status:** Full-time (35 Hours per week)  
Monday – Friday 8:30 – 4:30  
**Revision Date:** January 2026

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### **JOB PURPOSE**

The Utilities Clerk is responsible for the accurate and timely administration of municipal utility accounts, including meter readings, billing, and account maintenance activities. The position ensures that utility charges are calculated, billed, adjusted, and recorded in accordance with approved rates, municipal by-laws, policies, and applicable legislation.

The Utilities Clerk provides essential operational support to the municipality's utility services by maintaining accurate customer and meter records, processing account changes, issuing required notices, administering payment arrangements and service shut-offs, and completing month-end financial reconciliations. The role supports financial integrity, regulatory compliance, and consistent customer service within a unionized environment.

### **SPECIFIC ACCOUNTABILITIES**

#### *Utility Billing and Meter Reading*

- Perform quarterly utility billing processes, including meter reading, consumption calculation, issuance of bills, and application of approved utility rates.
- Prepare and apply consumption estimates where meter readings are unavailable.
- Process manual billing adjustments, penalty reversals, and corrections in accordance with municipal policy and authorization requirements.
- Maintain and update utility rates within the billing system as approved by Council or by-law.

#### *Meter Administration and Maintenance*

- Coordinate and process meter changes, including updating meter records and associated accounts.
- Administer meter testing and prepare invoicing related to meter testing services.
- Maintain accurate meter inventory and historical meter data within the utility system.

#### *Utility Account Maintenance*

- Process utility account changes related to property ownership, including final meter reads and issuance of final bills.
- Establish, update, and modify utility services for existing and new accounts.
- Ensure account records are accurate, complete, and up to date.

#### *Notices and Customer Communication*

- Prepare and issue notices for overdue accounts, non-compliance charges, and service-related matters.
- Respond to and track customer contact requests related to utility accounts and billing inquiries.
- Ensure notices are issued in compliance with applicable by-laws, policies, and timelines.



#### *Collections and Service Disconnection*

- Administer service shut offs in accordance with municipal by-laws, policies, and established procedures.
- Support collections activities related to overdue utility accounts, including monitoring payment status and follow-up actions.

#### *Payment Processing and Autopay Administration*

- Administer monthly and quarterly automatic payment arrangements, including setup, changes, and monitoring.
- Ensure payments are accurately applied to utility accounts.

#### *Month-End and Financial Reconciliation*

- Calculate and apply interest on overdue utility accounts in accordance with approved rates and policies.
- Reconcile the utility subledger to the general ledger and investigate discrepancies.
- Support month-end and reporting processes related to utility revenues.

#### *Compliance and Record Integrity*

- Ensure all utility billing and account activities comply with municipal by-laws, policies, collective agreement provisions, and applicable legislation.
- Maintain accurate records and documentation to support audit, reporting, and customer inquiries

In addition to the specific accountabilities outlined above, the Utilities Clerk performs general administrative and customer service duties, including:

- Answering and directing incoming telephone calls and responding to routine inquiries
- Providing customer service at the front counter, including assisting the public
- Issuing receipts and ensuring payments are accurately recorded in the financial system.
- Referring non-routine, complex, or escalated matters to the appropriate supervisor or department.
- Undertakes other responsibilities within the scope of this role as required to support operational needs.

#### **KNOWLEDGE, SKILLS & TECHNICAL ABILITIES**

- Working knowledge of municipal utility billing, accounts receivable processes, and related accounting principles.
- Ability to accurately perform calculations and process detailed financial transactions, including billing, adjustments, penalties, interest, and reconciliations.
- Proficiency in the use of computerized utility billing, financial, and standard office software systems.
- Strong verbal and written communication skills with the ability to explain billing and account information clearly to the public.
- Strong interpersonal and customer service skills, including the ability to respond professionally to routine and non-routine inquiries.
- Ability to work with detailed or semi-detailed instructions, follow established procedures, and maintain a high level of accuracy and confidentiality.



### **WORKPLACE REQUIREMENTS & CONDITIONS**

- Minimum of two (2) years of accounts receivable experience in a municipal setting.
- Completion of accounting-accredited education; a High School Diploma with additional specialized training is required.
- Work is primarily performed in an office environment with regular front-counter and telephone interaction with the public.
- Position requires frequent use of a computer and standard office equipment.
- Ability to concentrate for extended periods while performing detailed financial and administrative work with a high degree of accuracy.
- Ability to handle routine customer service interactions, including responding to billing inquiries and overdue accounts, in a professional manner

### **RELATIONSHIPS**

- **Internal:** Regular contact with the Treasurer, Deputy Treasurer, other Administrative Employees and Public Works
- **External:** Contact with the general public

### **RATE OF PAY**

- \$30.56 Hourly – Job Classification 12

### **UNION**

- United Steelworkers