



## THE CORPORATION OF THE CITY OF NELSON

<b>Job Title</b>	Customer Service Clerk	<b>Department</b>	Finance
<b>Reports To</b>	Manager, Finance & Purchasing	<b>Bargaining Unit</b>	CUPE
<b>Classification</b>	Pay Grade 6	<b>Date Developed</b>	May 27, 2009

### JOB SUMMARY:

Under the supervision of the Manager, Finance and Purchasing, this position is responsible for delivering a broad range of services to the public through telephone, correspondence and in-person counter contact.

### MAJOR RESPONSIBILITIES:

1. Responsible for processing all cash and maintaining records associated with the receipt of cash.
2. Responsible for balancing cash to general ledger accounts.
3. Prepares and balances bank deposits.
4. Processes new and existing hydro account connections and disconnections.
5. Processes adjusting transactions to hydro accounts.
6. Issues permits and parking passes.
7. Handles routine customer enquiries.
8. Other related duties as assigned.

### QUALIFICATIONS:

#### Education, training and experience:

- Grade 12 or GED (General Equivalency Diploma)
  - Two years recent related experience as a cashier
  - WHMIS
  - One year post secondary education in a business administration program
- Or
- An equivalent combination of education, training and experience

#### Skills and abilities:

- Physical ability to carry out the duties of the position
- Ability to deal with other employees and the public in a tactful and courteous manner
- Ability to communicate effectively both verbally and in writing
- Ability to operate related equipment
- Ability to organize work
- Proficiency with Microsoft Office (Word, Excel, Outlook)
- Keyboard skills
- Familiarity with related municipal policies and procedures
- Familiarity with City of Nelson/municipal and Worksafe BC safety procedures

DATE: \_\_\_\_\_

UNION: \_\_\_\_\_

MANAGEMENT: \_\_\_\_\_

UNION: \_\_\_\_\_

MANAGEMENT: \_\_\_\_\_