



## Water Billing Clerk

Temporary Full-Time (Up to 12 Months)

### The Opportunity

The Town of Grimsby is committed to building a future that welcomes innovative new ideas while protecting and preserving its distinct heritage. It is a place where leaders are committed to sustainability and honouring Grimsby's treasured natural setting. Grimsby has become a sought-after community where residents enjoy waterfront living, historic neighbourhoods, active living, and world class natural amenities. It is conveniently located in the Greater Toronto and Hamilton Area (GTHA) in a region that is home to Niagara wineries, agriculture, cuisine, and internationally recognized attractions.

### The Portfolio

The Town of Grimsby is undertaking a Water and Wastewater Billing Modernization project which includes the replacement of approximately 2,200 end of life water meters. Reporting to the Manager of Revenue and Collections, the Temporary Billing Clerk will provide support to existing water billing staff, primarily related to data entry and conversion of meter information in the Town's financial software. Other duties may include providing support in all aspects of billing and collection of water and wastewater revenues for the Town of Grimsby. This includes calculating and processing monthly water billings, ensuring correct reads for monthly billings while providing professional, courteous service to all customers. This position is responsible for the responsible management of confidential information in regard to account status, billing procedures and ownership obligations. The term of employment for this position is approximately one year from the date hired.

### The Candidate

As a candidate for this position, you will possess a post-secondary diploma in Accounting, Business Administration, Commerce, or a related field. They should have at least two years of recent experience in billing, customer service, or accounting. A solid understanding of accounting principles, practices, and procedures is essential, along with strong mathematical aptitude and analytical skills to handle various financial and accounting tasks. Effective communication skills are required to interact with both internal and external stakeholders, and the candidate should demonstrate exceptional organizational and time management abilities.

### Working for the Town of Grimsby

The Town of Grimsby offers candidates for this position a competitive employment package that includes an hourly range between **\$31.54 and \$36.21** and a comprehensive benefits plan. **This is a temporary full-time position working 35 hours per week for up to twelve (12) months.**

The Town of Grimsby is a progressive employer committed to supporting employees' work-life balance while also fulfilling business goals and providing a high-performance work environment. The Town also supports the health and wellness of our employees; a commitment that is demonstrated through free access to Town recreation facilities for employees and flexible working arrangements.

If you are excited by this opportunity, we are excited to hear from you! We invite you to submit your application to [hr@grimsby.ca](mailto:hr@grimsby.ca) **March 12, 2025, at 4:30 PM**. Please quote the posting number in the subject line.

A full job description can be found below or visit [www.grimsby.ca](http://www.grimsby.ca) under "Career Opportunities".

### **Posting #: 23-2025**

*We thank all applicants for their interest, however only those selected for an interview will be contacted.*

*Consistent with our values and corporate culture, the Town of Grimsby is an equal opportunity employer committed to providing an inclusive, barrier-free recruitment and selection experience, and work environment. The Town of Grimsby will accommodate the needs of applicants under the Human Rights Code and Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment process up to the point of undue hardship. If you require accommodations, please contact Human Resources ([hr@grimsby.ca](mailto:hr@grimsby.ca)) to make appropriate arrangements.*

*The Town of Grimsby may use AI (Artificial Intelligence) in the recruitment process. Personal information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of candidate selection.*

*Be advised that the Town of Grimsby's Human Resources department frequently audits resumes of internal and external applicants to validate the accuracy and trustworthiness of information provided. Falsification of information provided at any time throughout the recruitment process may result in disqualification. Internal applicants may be subject to discipline up to and including termination.*



## **JOB POSTING**

### **Water Billing Clerk**

Finance

#### **1. Water Billing (35%)**

- 1.1 Process data related to new meter installations and meter exchanges, including recording final readings, new meter serial number, and meter specifications.
- 1.2 Identify any inaccuracies prior to billing and advise the Manager of Revenue and Collections.
- 1.3 Respond to mail/email, telephone and counter inquiries noting requests for information and changes to be made on individual water accounts.
- 1.4 Operate the envelope stuffer/insertor and postage machines to prepare bills, inserts and notices and apply postage for delivery.
- 1.5 Calculate & prepare final billings on sale of properties.
- 1.6 Calculate and process water billings on a monthly basis.
- 1.7 Estimate water consumption where readings could not be accessed.
- 1.8 Process water haulers billing.
- 1.9 Maintain the pre-authorized water billing payment plan.
- 1.10 Record adjustments, transfers and arrange for refunds of overpayments.

#### **2. Water Account Administration & Reporting (30%)**

- 2.1 Open new customer accounts with contact information, ensure new account charges are applied and set up meter service screens.
- 2.2 Follow-up on delinquent accounts which may include printing and mailing past due notices, updating penalties on past due accounts and transfer of overdue accounts to the tax roll.
- 2.3 Correspond with customers and solicitors with respect to water billing matters, including usually high-water consumption, requesting meter tests if necessary. Prepare and distribute letters to solicitors as required.
- 2.4 Identify and act on meter problems by advising Environmental Services staff, following the procedures in place for the processing of work orders including the possible disconnection of the water service.
- 2.5 Record completed work orders from the public works re: meter exchanges, terminations and new installs, ensuring accurate meter ID's, serial numbers and billing as required.
- 2.6 Ensure accounts are accurate and current compared to bi-weekly MPAC sales listings.
- 2.7 Reconcile the water sub ledger to the general ledger on a monthly basis.
- 2.8 Ensure record retention of approved documentation from the DWQMS (Drinking Water Quality Management Standards) manager in adherence to provincial legislation.
- 2.9 Assist with the coordination of routes for meter readings as required.
- 2.10 Participate in testing and implementation of software updates as needed.
- 2.11 Prepare consumption reports, water statistic reports and year-end water working papers.

**3. Customer Service (25%)**

- 3.1 Ensure high customer service levels are consistently met; includes in-person, over the phone and written correspondence.
- 3.2 Collaborate with other Town departments and customers.
- 3.3 Address department and customer requests and issues in a timely manner.
- 3.4 Assist other team members and leaders to solve problems as needed.
- 3.5 Provide information to finance staff, managers and departments upon request.
- 3.6 Liaise with internal and external parties to troubleshoot issues with impacts and payment files.

**4. Process Improvement (5%)**

- 4.1 Identify opportunities for process improvements.
- 4.2 Create job aids as required to support various processes.

**5. Other (5%)**

- 5.1 Participate in special projects as assigned.
- 5.2 Work in a safe manner in accordance with the Occupational health and Safety Act, associated regulations, other applicable legislation, Town by-laws, policies, procedures and guidelines.
- 5.3 Provide assistance for other roles on the Finance team (e.g. Accounts Payable/Receivable Clerk) as time permit and Water Billing staff during absences.
- 5.4 Other related duties, as assigned.

**The successful candidate will possess the following:****Education**

- Post-secondary diploma in Accounting, Business Administration, Commerce, or related field.

**Experience**

- Two (2) years of recent related experience in billing, customer service and/or accounting.

**Knowledge/Skills/Abilities**

- Understanding of accounting principles, practices and procedures.
- Mathematical aptitude and analytical skills applicable for various financial and accounting functions/transactions.
- Effective communication skills and ability to effectively communicate with internal and external stakeholders.
- Exceptional organizational and time management skills.
- Ability to prioritize and complete tasks and assignments within specified time frames.
- A team player that is supportive of colleagues and embraces a collaborative approach.
- Excellent customer service skills and acts in a friendly and courteous manner.
- Ability to establish and maintain sound working relationships.
- Fast and accurate data entry skills.

- Attention to detail.
- Intermediate computer skills, including financial information systems.
- Intermediate proficiency in accounting, spreadsheet, and word processing applications, such as Word, Excel, Power Point, Microsoft Office, Microsoft Windows.

A combination of education, training, and experience may be considered.