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|  | Municipality of the County<br>of Annapolis<br>JOB DESCRIPTION | Position Title:<br><b>Customer Service<br/>Representative</b>                    |
|                                                                                   | Union / Non-Union: <b>NON-UNION</b>                           | Classification Type: <b>FULL-TIME<br/>(6-month term with possible extension)</b> |
|                                                                                   | Salary Classification: <b>RANGE 3</b>                         | Approval Date: <b>OCT 17, 2025</b>                                               |

### **General Job Responsibility**

The Customer Service Representative is a member of the finance team. This position is responsible for the main switchboard, providing customer service at the front desk, processing incoming payments, preparing daily cash balancing and bank deposits, processing incoming and outgoing mail, updating customer account information, records management, carrying out general finance department administrative duties, and other duties and responsibilities as may be assigned from time to time. This job description is a general outline of duties and responsibilities and is not meant to limit the employee's initiative to expand or increase their work output, subject to approval by their supervisor.

### **Accountability**

This position reports directly to the Accounts Receivable Manager.

### **Specific Job Responsibilities**

1. Assists customers at the front counter, by telephone and through email with the processing of payments on accounts, providing information on municipal billings and rates, and directs permitting and similar issues to appropriate municipal departments.
2. Prepares daily cash balancing and bank deposits for personal till, reviewing with Accounts Receivable Clerk for verification and sign-off prior to being forwarded with other deposits to bank for deposit.
3. Processes daily mail, submitting regular mail to each department for delivery, and processes all financial mail payments received.
4. Processes applications from residents for municipal and provincial tax rebate requests, seniors rebate forms, and other municipal, provincial and federal forms where municipal staff are authorized to accept.
5. Reviews returned mail to try to determine if there is another suitable address for the property or account holder, recommending the forwarding of returned mail to new addresses with the approval of the Accounts Receivable Manager.

6. Assist with documentation, applications, and referrals to various municipal departments.
7. Provides ongoing support to other Finance Department staff when called upon to assist with matters of urgency, or matters requiring extra assistance for short periods of time in line with other Finance Department responsibilities.
8. Other reasonably related duties and responsibilities as may be assigned from time to time by the Accounts Receivable Manager.
9. Prepares tax certificates and provides Accounts Receivable Manager with supporting backup materials for verification and sign-off

### **Qualifications and Expectations**

Candidates for this position must possess, as a minimum, a two-year certificate program in business administration, accounting, or finance, or a similar educational program, or a 3-5 year working in a fast-paced customer service environment with a strong emphasis on accounts receivable/accounting background, or a combination of these educational requirements and lived experiences that meet requirements.

Additionally, the candidate must have a minimum of two (2) years of customer service experience where they performed front counter service and used computerized accounting systems, with preference given to those whose experience is directly or indirectly working with a municipal government organization, or a combination of formal experience and lived experiences.

Due to the nature of this position, the employee must have exceptional customer service abilities, ability to cope with stressful situations, experience with cash balancing, have exceptional data entry, public listening and communication skills, be fluent with Microsoft Office, and comfortable working in a time sensitive, fast-paced work environment, often with short timelines. This position will occasionally require work outside of normal office hours including evenings.