MUNICIPALITY OF THE COUNTY OF CUMBERLAND

Position Description

Receptionist / Cashier

Finance Department

Overview

The Reception/Cashier & Administrative Assistant position is responsible for providing frontline customer service for the municipality as cashier and receptionist and for performing administrative and clerical assistance.

This position reports to the Revenue Officer.

Behavioural Competencies

Behavioural competencies are how we behave, act, and think in the workplace. They are attained through formal and informal education and training, life and work experiences, and in our relationships. The core competencies required by this position include:

Customer Service	Communication	Self Awareness
Building Relationships	Accountability	Flexibility

Key Responsibility Outcomes

1. Provides excellent front-line customer service to all citizens and customers in person, online and via phone.

2. Ensures cash management policies are followed to ensure that good internal controls are maintained.

3. Supports taxpayers by providing relevant, timely and accurate information on tax accounts.

4. Maintains accurate and complete cash, revenue and property tax accounts by following approved departmental policies and processes.

5. Provides support and assistance to follow-up on address changes and returned statements in a timely manner.

6. Efficiently distributes and directs mail, telephone calls, packages, faxes and other incoming as assigned.

7. Entering, maintaining, documenting and reporting employee absence forms in a timely manner.

8. Provides primary administrative support to the Finance Department and other departments with approval, as required.

Qualifications

Grade XII or demonstrated equivalent experience.

Minimum two years employment experience handling cash and has positive communication skills working with the public in a computerized environment.

Has experience in providing customer service, administrative and clerical support including managing information and accounting procedures.

Experience with a variety of Microsoft Office programs and SAP would be an asset.

Occupational Health and Safety courses in: WHMIS, First Aid and CPR as well as other OHS training and certification as required for assigned tasks.

Terms and Conditions of Employment

The Municipality has an approved salary scale for this position. Placement and incremental increases on this scale are based on qualifications, experience and demonstrated ability to perform the responsibilities of this position.

The Municipality's Personnel Policy should be referred to for additional information regarding conditions of employment.

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
39,931	41,928	43,924	45,921	47,917	49,914