municipality of cumberland

Job Posting

Receptionist / Cashier (12 Month Term)

The Reception/Cashier position is responsible for providing frontline customer service for the Municipality as cashier and receptionist and for performing administrative and clerical assistance. This position is primarily based out of the Upper Nappan Service Centre but may be required to work at other service centre locations and municipal facilities as needed.

Please visit our website at www.cumberlandcounty.ns.ca for a detailed position description and pay scale.

The position competition closes Friday, May 6, 2022 at 2:00 pm.

Please forward your resumes to:

Municipality of the County of Cumberland
Kellie Seaman, Human Resources Generalist & Safety Advisor
1395 Blair Lake Rd
Upper Nappan NS B4H 3Y4

kseaman@cumberlandcounty.ns.ca

*Clearly mark your resume "Receptionist / Cashier (12 Month Term)

MUNICIPALITY OF THE COUNTY OF CUMBERLAND

Position Description

Receptionist / Cashier

Finance Department

Overview

The Reception/Cashier position is responsible for providing frontline customer service for the Municipality as cashier and receptionist and for performing administrative and clerical assistance. This position is primarily based out of the Upper Nappan Service Centre but may be required to work at other service centre locations and municipal facilities as needed.

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 Outcomes and Responsibilities

- Provide excellent front-line customer service to all citizens and customers in person, online, and via phone.
- Ensure cash management policies are followed to ensure that good internal controls are maintained.
- Supports taxpayers by providing relevant, timely, and accurate information on tax accounts.
- Maintain accurate and complete cash, revenue, and property tax accounts by following approved departmental policies and processes.

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

- Provide assistance to the water collection function, as required.

- Efficiently distribute and direct mail, telephone calls, packages, faxes, and other incoming as assigned.

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.

WHMIS, First Aid, CPR, Due Diligence certification, as well as other OHS training and certification as required for assigned tasks (or willing to obtain within 6 months).

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
$42,073	$44,177	$46,280	$48,384	$50,487	$52,592