TOWN OF LAKE COWICHAN

Vancouver Island's best kept secret!

RECEPTIONIST & ACCOUNTS RECEIVABLE CLERK

Job Title	Receptionist & Accounts Receivable Clerk	**Department**	Finance & Front Counter
Reports To	Director of Financial Services (CFO)	**Job Classification**	☐ Management ☒ Union
FTE	Casual	**Pay Band/Grid**	$34.1447
Benefits	1. Health and Wellness ☐ Extended Health, Allied Medical Services, Prescription ☐Life Insurance ☐ Accidental Death and Dismemberment ☐Dental ☐ Vision ☐Sick Leave **2. Pension Plan** ☐ Defined Benefit Pension Plan (MPP) ☐ Defined Contribution Pension Plan (RRSP) **3. Training and Development** ☒ Support for Professional & Technical Certificate Renewal ☒ Support for Tuition Reimbursement **4. Work Location** ☒ Onsite ☐ Remote ☐ Hybrid (Mixed of on-site and remote)		

POSITION SUMMARY

The Receptionist is the first point of contact for the Municipality and plays a critical role in delivering professional, courteous, and efficient service to the public, Council, staff, and external stakeholders. This position provides front-counter reception services, responds to inquiries, manages incoming communications, and performs a range of general administrative, clerical, and financial support functions to support municipal operations.

GENERAL DUTIES

Front Counter & Public Service

- Serve as the primary point of contact at the municipal office, greeting the public in a professional, respectful, and welcoming manner.
- Respond to general inquiries from residents, businesses, contractors, and visitors, providing accurate information or directing inquiries to the appropriate department or staff member.

- Maintain a calm, professional, and solution-focused approach when dealing with difficult or sensitive situations.

Telephone & Communications

- Answer and route incoming telephone calls promptly and professionally.
- Respond to general email and written inquiries or redirect as appropriate.
- Receive and distribute incoming mail, courier deliveries, and faxes.

Administrative Support

- Provide clerical and administrative assistance including data entry, filing (electronic and paper), document preparation, photocopying, and scanning.
- Assist with scheduling meetings, appointments, and bookings as required.
- Maintain reception area organization and ensure public information materials are current and available.
- Receive, review for completeness, triage, distribute internally, collect payment and file municipal forms received related to a variety of municipal services including but not limited to planning and development, complaints, service requests, access to information, consent, waivers, application forms, licenses, permits, etc.

Financial & Transactional Support

- Receive and process payments for municipal services including utilities, property taxes, permits, licenses, rentals, and other fees.
- Issue receipts and ensure accurate posting of payments to the appropriate accounts within the municipal financial system.
- Perform daily cash, debit, and credit card balancing and prepare deposits in accordance with municipal financial controls and policies.
- Support the reconciliation, payment receipt and refund coordination of municipal campground bookings.
- Assist with accounts receivable functions including invoicing, payment application, and account reconciliation.
- Respond to routine billing and payment inquiries from the public, escalating complex or delinquent accounts as required.
- Support the preparation and distribution of property taxes, utility bills, invoices, and statements.
- Maintain accurate records related to accounts receivable transactions and ensure proper documentation is retained.
- Adhere strictly to internal controls, segregation of duties, and audit requirements.

Records & Information Management

- Receive, triage, refer, and/or file applications for request for information.

- Assist with records and information management in compliance with municipal policies and applicable legislation.
- Maintain folio files and the property tax database, updating records to reflect land title changes and civic addresses.
- Complete monthly and quarterly reporting requirements for BC Assessment, Statistics Canada, and Recycle BC.
- Support Freedom of Information and Protection of Privacy (FOIPPA) requirements by handling information appropriately and maintaining confidentiality.

Other Duties

- Support special projects, system upgrades, and process improvements within the Finance and Front Counter Department.
- Willingness to serve during a municipal emergency if called upon to do so.
- Perform other related duties assigned from time to time consistent with the responsibilities of the position.

QUALIFICATIONS, SKILLS, COMPETENCIES AND ABILITIES

Minimum Requirements

- High school diploma or equivalent.
- Completion of a recognized post-secondary program (certificate, diploma, degree) in accounting, finance, payroll administration, or business administration is **strongly recommended**.
- Minimum two (2) years of experience in a reception, customer service, or administrative role, preferably in a public sector or service-oriented environment.

Skills

- Strong customer service and interpersonal skills with the ability to interact respectfully and courteously with the public, Council, staff, volunteers, contractors and other stakeholders.
- Excellent verbal and written communication skills.
- Proficiency with standard office software (e.g., Microsoft Office, email, document management systems, MAIS – Accounting Software).
- Ability to manage multiple tasks, prioritize work, and meet deadlines in a busy front-office environment.
- Strong organizational skills and attention to detail.
- Ability to handle confidential and sensitive information with discretion.
- Ability to work with minimal supervision and as part of a team is essential.

Competencies and Abilities

- Professionalism and integrity
- Public service orientation

- Reliability and accountability
- Teamwork and collaboration
- Adaptability and problem-solving
- Attention to detail.