



## JOB DESCRIPTION

### Accounts Receivable / Revenue Clerk

<b>Reports To:</b>	Treasurer / Director of Corporate Services
<b>Supervises:</b>	None
<b>Department:</b>	Corporate Services
<b>Division:</b>	Finance
<b>Classification:</b>	Non-Union Personnel

#### Position Overview:

The Accounts Receivable/Revenue Clerk processes accounts receivable transactions, reconciles accounts receivable control accounts, and processes payments from customers. The Accounts Receivable/Revenue Clerk also is a cashier and completes, cash/banking information in order to assist the Property Tax Collector.

#### A. KEY ROLES AND RESPONSIBILITIES

##### Accounts Receivable

1. Receives vouchers from Recreation, Public Works, Building, Planning, Fire and Administration Departments and enters them into Diamond Great Plains account receivable for collection.
2. Prepares vouchers for Corporate Services (including grant and Payment in lieu vouchers) and Fire Departments.
3. Maintains all accounts receivable customer accounts including collection, maintaining details such as name and addresses.
4. Correspond with OPP/WRPS for Fire Department invoice collection. Proceed to electronically bill MTO and/or insurance provider for fire call-outs.
5. Balance main General Ledger Accounts Receivable account to a detailed general ledger accounts receivable listing on a monthly basis.
6. Monthly review of revenue accounts including providing proposed Journal entries to the Treasurer.
7. Ensure appropriate HST collected on sales.
8. Accept payment at counter or by mail, ensuring large cheques are deposited in a timely manner.
9. Enters and post revenues and delivers bank deposits.

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10. Back-up to the Customer Service Representative II on the preparation of the parking ticket tracking report and works with the applicable lead staff to ensure timely collection of Provincial Offenses Revenue.
11. Provides accounts receivable information back to departments including outstanding accounts and status of collection.
12. Proceed with collection processes for unpaid invoices for all departments and informing the Treasurer when attempts to collect are unsuccessful.
13. Responsible for dealing with a collection agency, when necessary for any unpaid invoices for all departments
14. Issues income tax receipts as required for any donations
15. Assist the Treasurer with collection of grant revenues including completion of reports and reconciliation of funds received or outstanding.

**Taxes Receivable**

1. Deals with questions from the public on general tax questions and takes payments. Verifies tax payment, issues receipts for tax accounts
2. Provide residents with Pre-Authorized Payment information and assist to get them set up on the plan. Assist the Property Tax Collector with maintenance of Tax accounts on pre-authorized payment program.
3. Assist the Property Tax Collector on entering payments made online.
4. Backup to the Property Tax Collector on calls from lawyers / residents / businesses / real-estate agents.
5. Processes the tax certificates and tax statements in the absence of Property Tax Collector. Maintains appropriate confidentiality with regards to property tax accounts.
6. Assist with Tax Billings and Reminder notices.
7. Prepares tax verifications and tax certificates and maintains accurate records of ownership, address and mortgage changes.
8. Deals, on a daily basis, with taxpayers to address their problems, concerns, inquiries and to assist them with appeals, etc.

**General**

1. Reception - back up for general inquiries at reception when Customer Service Representatives are on vacation or away from the reception desk. Answer telephone, issue dog licenses and burn permits. Greet visitors and provide factual information regarding Recreation/Building/Planning/By-Law/Taxes and/or redirect to the appropriate individual.

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2. Maintains Animal control Ledger including issuing annual notices, collecting, issuing tags and reminder notices.
3. Assist the External Auditor during an audit.
4. Assist the Treasurer with maintenance of Planning & Development Engineering Recoverable accounts.
5. Assist the Treasurer with maintenance of ledger accounts for various deposit accounts including Lot Grading, Building Permits, culverts, Road Allowance cuts, etc.
6. In the absence of Accounts Payable / Procurement Clerk, process emergency accounts payable cheques or e-transfers.

**B. SKILLS AND QUALIFICATIONS**

1. Post secondary education in accounting or business with a good working knowledge of standard accounting practices and collection techniques.
2. Minimum of five (5) years demonstrated experience working in a revenue or receivables environment, preferably in a Municipal sector setting;
3. Knowledge of computerized municipal accounting software.
4. Maintains appropriate confidentiality with regards to property tax accounts.
5. Possess Criminal Sector Check with results satisfactory to the Township.
6. Ability to work effectively with members of council, staff, vendors and the public
7. Excellent customer service skills
8. Knowledge of Diamond Municipal Property Tax Billing Systems and Great Plains is considered an asset.
9. Working knowledge of Microsoft Office software with focus on advanced excel skills, and a registration software application.
10. Possession of a valid Drivers' License and access to a personal vehicle.
11. Must be able to work after normal business hours in recognition that after-hours and on-call service and responsibilities are an inherent component of this position and/or deal with major Corporate events such as the activation of the Municipality's Emergency Plan.

**C. WORKING CONDITIONS**

1. The position works in an office environment.
2. Deadlines are set internally with weekly and monthly deadlines. Some heavy peak period demands may occur. Must ensure that payments are processed in a timely fashion in order to take advantage of discounts and avoid penalties.

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3. Due to proximity to the front counter, regular public traffic cause interruptions in activities that require concentration.
4. Opportunity exists for stressful interaction with members of the Customers in collection of taxes and general receivables owed to the Township. Contact with those to whom money is owed can be unpleasant and form a regular part of the job.
5. Few physical demands in the job. However, may be required to lift boxed Accounts Payable files, which can be heavy.

Note: The foregoing is intended to outline the general description of duties and responsibilities for this position. It is not intended nor should it be interpreted as a complete description. The Township of North Dumfries reserves the right to amend this position's job description any time provided that such change does not represent a substantive change in the purpose or essential nature of the position.

Salary Grade: Grade D [Non-Union Fulltime]

Regular Work Week: Monday to Friday, 35 hours / week  
Occasional After-Hours and On-Call duties and responsibilities



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Andrew McNeely,  
Chief Administrative Officer

Jun 1/26

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Date