



## **Town of Rocky Mountain House**

### **POSITION DESCRIPTION FOR:**

### **Financial Admin Clerk – Customer Service**

<b>Department:</b>	Corporate Services - Finance	<b>Effective Date:</b>	September 2025
<b>Reports To:</b>	Finance Manager		

#### **General Accountability:**

The Financial Admin Clerk (Customer Service) position provides friendly, courteous, and professional service by assisting customers and Town employees at the Town office in person or by phone with general inquiries and cash receipting functions. The position is responsible for the general maintenance of the reception, front counter and cash receipt functions.

#### **Core Duties:**

- Designated first responder to inquiries both on the phone and from the front counter.
- Responsible for accurately cash receipting payments received.
- Balances daily cash receipts and assists with preparation of the bank deposits.
- Responsible for opening & distributing mail.
- Primary for delivery of internal mail, post office mail, and daily bank deposits (safe vehicle operation).
- Responsible for Admin office supplies order and maintaining the order of the supplies room.
- Primary back up as assigned.
- Perform other duties that may be assigned from time to time.

#### **Support to others**

- Works closely with all Finance staff.

#### **Health and Safety:**

- Required to review the Town of Rocky Mountain House Health & Safety manual on a regular basis and adhere to the manual.
- Maintain a health and safety conscious attitude.

#### **Reports To:**

- Finance Manager

#### **Minimum Qualifications:**

- Must possess High School Diploma.
- Accounting and/or office administration education, training, certifications, experience, and/or equivalents are preferred.
- Exceptional customer service focus.
- Teamwork and cooperation.
- Strong communication.
- Ability to set priorities and balance several projects at the same time.
- Self-motivated and requiring a minimum amount of supervision.
- Accurate and efficient in completion of duties.
- Must be able to function effectively in a computerized environment with a broad base knowledge of computer applications. Experience with Diamond Municipal Solutions software is considered an asset.

- A valid driver's license.
- A criminal record check deemed satisfactory by the Town.

**Guidance Received:**

Directives, manuals, regulations, ordinances, or other written guidelines used regularly by this position are:

- Town of Rocky Mountain House Bylaws.
- Alberta Labour Standards.
- Town of Rocky Mountain House Policies and Procedures.
- MGA (Municipal Government Act).
- Canada Revenue Agency (GST).

**Contacts:**

Financial Admin Clerk (Customer Service) will frequently have contact with the following:

- General Public.
- Town of Rocky Mountain House staff.
- Town of Rocky Mountain House organizations.

**Environment:**

Features of work which create unusual demands or, which create physical and/or mental stress are:

- Financial Admin Clerk (Customer Service) works closely with the finance staff as well as other Town departments.
- Work is to be completed in an efficient and accurate manner with emphasis on independent work habits and self-motivated initiative to learn and excel in all aspects.
- Requires discretion and confidentiality in all matters and requires an oath of confidentiality.

**Physical Demands:**

This position may include the following:

- Being seated for long periods of time.
- Bending & twisting motions.
- Lifting up to 10 kg.
- Being on your feet for long periods of time.
- Repetitive hand movements

CAO Approval: \_\_\_\_\_



Date: 09/03/25

**SIGNATURES:**

**I have read and understand the contents contained within this job description. The supervisor of this position has informed me that this is a general description of the duties, responsibilities and qualifications for the position of the Financial Admin Clerk. This description will form the basis for my classification level and the basis for my performance evaluation.**

**Employee Name:** \_\_\_\_\_

**Employees Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_