

## CITY OF HAMILTON

### CITYHOUSING HAMILTON (FINANCE SECTION – LOCATION – 55 HESS STREET SOUTH)

#### CUSTOMER SERVICE REPRESENTATIVE - CUPE 5167

##### SUMMARY OF DUTIES

Reports to the Chief Financial Officer. Performs cashiering duties by maintaining cash float, receiving payments from tenants in the form of cash, money orders or cheques and issuing receipts according to established guidelines.

##### GENERAL DUTIES

Balances cash and prepares bank deposit for security pick ups on a daily basis.

Operates Interac terminal, issues receipts and balances daily.

Inputs post-dated cheques into the Paris system and ensures post dates are deposited to tenant accounts on first of every month by preparing batch numbers of postable accounts and deposit numbers for reconciliation of month-end deposits.

Maintains all electronic pre-authorized payment plans for tenant accounts by setting-up banking information, adjustments and deletions as required via Northgate system.

Processes Pre-Authorized Payment Plan on a monthly basis, transmits via internet, and ensures payments are posted to tenants' accounts on the first of each month.

Receives and records all inquiries from general public, employees, outside agencies such as banks, law firms, housing registry and Ontario Works.

Follows up and responds to inquiries on matters relating to tenant accounts from property managers, property management clerks and community relations workers.

Performs word processing functions.

Prepares yearly tax receipts as requested.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

##### QUALIFICATIONS

1. Previous business and administrative experience related to the duties listed above.
2. Must possess good organizational interpersonal skills in order to deal with staff, tenants and the general public in a timely and efficient manner.
3. Experience in a computerized environment. Working knowledge of Microsoft Officer XP ((Microsoft Outlook, Word, Excel and database software). Previous experience using the Paris and Northgate software systems would be considered an asset.
4. Demonstrated ability to operate a point of sale cash register.
5. Demonstrated ability to work independently using initiative and judgement to meet deadlines as required.