

Town of Claresholm

Job Title	Utilities Clerk/DEM/Safety Officer		
Manager's Job Title	Director of Corporate Services	Salary Grade	As per C.U.P.E. 3023
Department	Utilities	Date Created	October 2024

Utilities Clerk/Dem/Safety Officer

Reports To

Utility Services Manager

Job Summary

The Utilities Clerk/DDEM/Safety Officer, under the direction of the Director of Corporate Services, is responsible to process utility billings and will assist with answering telephones and serving customers when necessary. Covers the front desk in the absence of the Front Desk Clerk. Operates as the Director of Emergency Management and Safety Officer.

Competencies

- Communication - Able to communicate effectively and respectfully to public and co-workers.
- Team Work – Works cooperatively and effectively with others to reach a common goal.
- Organization – Able to create or maintain processes to ensure all relevant information is easily accessible.
- Problem solving – Able to break down a situation into smaller pieces to identify key analytical methods to come to a realistic conclusion.
- Professionalism – Demonstrates professional standards of conduct when interacting with public and co-workers
- Time Management Skills – Exercise conscious control of time spent on work activities such that time is used effectively and efficiently to complete priority tasks.
- Attention to Detail – Attends to details and pursues quality in the accomplishment of tasks, regardless of the volume of duties encountered
- Compassionate – Shows concern and empathy in a supportive manner to co-workers and customers
- Cultural Sensitivity – Promotes an inclusive environment exemplified by understanding all cultural groups

Job Duties – Utilities Clerk

- Ensure meter readings are taken on time and with accuracy
- Responsible for all aspects of processing utility billings including accurately maintaining all computer records related to these billings
- Prepare and review consumption reports to detect and address irregularities

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- Maintain an organized filing system for all appropriate documents
- Communicate with the Director of Corporate Services Manager regarding any issues arising from the billing of utilities
- Prepare and send disconnect notices to delinquent account holders
- Ensure the year-end processes of balancing utility accounts, including identifying uncollectable accounts.
- Other duties as assigned

Job Duties – Safety Officer/Director of Emergency Management

- This position will also be responsible to prepare and implement the emergency plans and programs and develop and monitor the Town health and safety program.
- Will be the Director of Emergency Management when any emergency occurs within the Town of Claresholm.
- This position will oversee the Town's Safety Program and work closely with all levels of management and employees to ensure safe work practices and policies are current and implemented
- This role will also assist in carrying out and ensuring the public and employees are adhering to current bylaws and legislation in all aspects related to the Town's safety program and Emergency Management.

Job Requirements

- High School diploma or equivalent
- Bookkeeping, accounting or administrative training
- Strong working knowledge of accounts payable and accounts receivable functions
- Proficient with accounting software and Microsoft Office program applications
- Skills in several computer software applications as necessary
- Effective attention to detail and a high degree of accuracy
- High level of integrity, confidentiality, and accountability
- Ability to respond appropriately in pressure situations with a calm and steady demeanor.
- Valid Class 5 driver's license
- Clean criminal record check provided by local police agency
- Familiarity with techniques for interacting with individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone
- Ability to effectively communicate both verbally and in writing
- Ability to work individually as well as part of a team
- Demonstrated time management skills
- Ability to work in all types of weather conditions.
- Continuing up-to-date knowledge, personal education and development in all aspects required

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- Ability to handle multiple priorities effectively and meet deadlines

Work Conditions

- Long periods of sitting
- Long periods of working on a computer
- Interaction with other employees and the public at large
- Occasional travel
- Occasional overtime
- Some field work when necessary

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