

Corporate Services Clerk

Department: Administration

Position Title: Corporate Services Clerk

Reports To: Finance & Administrative Supervisor

Status: Full-Time Permanent

Position Summary

Reporting to the Finance & Administrative Supervisor, the Corporate Services Clerk is responsible for providing administrative, clerical, customer service, and accounts receivable support to the Town of Beaverlodge. The Corporate Services Clerk serves as a key front-line representative of the Town and must demonstrate professionalism, confidentiality, accuracy, and excellent customer service skills in all interactions.

This position is cross trained to provide operational coverage and continuity of services during absences of the Accounting Clerk and FCSS staff. The Corporate Services Clerk must be capable of performing essential accounting, utility billing, accounts payable, and FCSS administrative and client support functions as required.

Key Responsibilities

Corporate Services & Customer Service

- Provide front counter and telephone reception services for the Town.
- Respond to customer inquiries and direct residents to appropriate departments.
- Maintain professional, courteous, and helpful service to residents, businesses, contractors, and stakeholders.
- Assist with records management, filing, scanning, and document retention.
- Prepare correspondence, reports, forms, notices, and other administrative documents.
- Maintain confidentiality of municipal, financial, and client information.
- Assist with public information requests in accordance with applicable legislation and municipal policies.
- Perform general administrative duties as assigned.

Accounts Receivable & Municipal Administration

- Administer all aspects of Accounts Receivable.
- Process payments for taxes, utilities, permits, licenses, programs, and other municipal services.
- Maintain accurate customer accounts within municipal software systems.
- Monitor outstanding accounts and assist with collections activities.
- Prepare tax certificates and tax searches.
- Issue and maintain business licenses, pet licenses, and related registries.

- Maintain the Central Name Module and customer account information.
- Assist with month-end and year-end processes as required.
- Generate invoices and reconcile customer accounts.
- Maintain accurate financial records and supporting documentation.

Development & Administrative Support

- Assist customers with development and planning inquiries in the absence of the Deputy CAO or designated staff.
- Provide information regarding permits, applications, and municipal processes.
- Support municipal projects and special initiatives.

FCSS Relief/Support Responsibilities

During the absence of FCSS staff, the Corporate Services Clerk shall provide administrative and operational support to ensure continuity of FCSS programs and services, including:

Client Services & Referrals

- Provide front reception and client intake services.
- Assist clients in accessing community resources and services.
- Provide information and referrals to appropriate agencies and programs.
- Assist clients with forms and applications where appropriate.

Program Administration

- Receive and process registrations and payments for FCSS programs.
- Assist with facility bookings and program scheduling.
- Prepare promotional materials, correspondence, and reports.
- Support social media and public communication efforts.
- Maintain program records, statistics, and reports.

Community Support

- Assist with community events, workshops, seminars, and special projects.
- Support volunteer recruitment and coordination.
- Assist with Food Bank, Home Support, Income Tax Program, Christmas Hamper Program, and other FCSS initiatives.
- Participate in Emergency Social Services responsibilities as designated.
- Represent FCSS at community events and information sessions as required.

Education & Experience

Required

- High School Diploma or equivalent.
- Certificate or Diploma in Office Administration, Business Administration, Accounting, Local Government Administration, or a related field.
- Minimum two (2) years of experience in an administrative, accounting, municipal, or customer service environment.

Preferred

- Municipal government experience.
- Experience with accounts receivable, accounts payable, utility billing, and financial software.
- Experience with social service or community program administration.
- Experience with R&R Symphony or similar municipal software.

Knowledge, Skills & Abilities

- Strong customer service and interpersonal skills.
- Knowledge of municipal office practices and procedures.
- Understanding of accounting principles and financial record keeping.
- Proficiency in Microsoft Office Suite and municipal software applications.
- Ability to manage multiple priorities and meet deadlines.
- Strong verbal and written communication skills.
- Ability to maintain confidentiality and exercise sound judgment.
- Ability to work independently and collaboratively in a team environment.
- Knowledge of the Freedom of Information and Protection of Privacy Act (FOIP).
- Strong organizational and problem-solving skills.
- Ability to learn and perform duties across multiple departments.

Core Competencies

- Customer Focus
- Accountability
- Communication
- Teamwork and Collaboration
- Confidentiality and Integrity
- Adaptability
- Initiative

- Attention to Detail
- Organizational Excellence
- Accurate Record Keeping
- Service Orientation

Working Conditions

- Primarily office-based environment.
- Frequent interaction with the public.
- Occasional evening or weekend work for community events or special projects.
- Ability to lift and move materials related to meetings, programs, and community events.

Compensation & Work Schedule

This is a full-time position based on a 35-hour work week, with standard hours of 9:00 a.m. to 5:00 p.m.

The Town offers a comprehensive benefits package, which includes health, dental and pension. The salary for this position is \$30.17 hourly.

The above statement is a general description of the principal functions of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

Resumes will be accepted until September 23, 2026. We thank applicants for their resumes, however, only those selected for an interview will be contacted.

Submit resume to:

hr@beaverlodge.ca

or

in person at 400-10th Street, Beaverlodge, AB; or
Human Resources
Box 30
Beaverlodge, AB
T0H 0C0