

## **Utilities Clerk – 12-Month Temporary – Infrastructure Services**

Reporting to the Director of Environmental Services, the successful applicant will primarily provide administrative support for the Town's environmental service area, which includes water and wastewater utilities and solid waste. The position will work 35 hours/week. This is a 12-Month Temporary Position with the IBEW #636 Union with the possibility of extension.

### **Responsibilities:**

- Receives, responds and tracks customer service calls, emails and in-person inquiries for utilities customers and solid waste
- Arranges appointments for meter replacements and other various service requests
- Responds to inquiries related to curbside garbage and recycling collection, keeping detailed records of collection issues
- Works closely with waste contractors to ensure efficient operations and timely response to concerns
- Aids in the utilities billing program, producing the monthly and bi-monthly mailout of bills
- Tracks, uploads and records utilities payments
- Creates and transfers batches, run month end reports
- Supports the department through the upcoming utilities billing program transition
- Monitors work orders and customer complaint records
- Offers backup support for other administrative positions within the department, as required
- Coordinates with waste contractors, monitoring collection issues or delays and scheduling waste bin tips for the waste disposal sites
- Provides administrative support related to various environmental programs
- Prepares documentation for Waste Disposal Staff, maintains spreadsheets and documentation related to curbside garbage/recycling collection and waste disposal sites
- Receives, tracks and codes invoices related to departmental expenditures for utilities operations, environmental services areas, and various capital projects
- Ensures invoices are processed in a timely fashion, monitoring deadline requirements
- Processes utilities and waste related payments and submits deposits as required
- Arranges with department managers to review payment codes and provide signatures

**Qualifications:**

- College Diploma/Certificate in Office Administration or Accounting
- Customer Service Experience
- Experience balancing deposits and tracking payments
- Sound computer knowledge in Word and Microsoft business products, data entry
- Excellent written and oral communication skills

**Salary Rate: \$32.15 per hour**

Interested applicants should forward a resume and cover letter marked: Utilities Clerk File #15-2025, no later than noon, July 11, 2025, to:  
[hr@greaternapanee.com](mailto:hr@greaternapanee.com)

The Town of Greater Napanee is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process. Applicants should make their needs known in advance.

We accept all resumes, however, only those candidates invited for an interview will be acknowledged. Personal information contained in your resume is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used strictly for employment assessment purposes. We are an Equal Opportunity Employer.