

# THE CORPORATION OF THE COUNTY OF WELLINGTON

Social Services Department  
Housing Services Division

Requires a

## **16 Month Contract Housing Services Clerk – Accounts Receivable Reception**

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This position reports to the Applicant Services Manager and is responsible for supporting the delivery of client services which includes accounts receivable, reception, maintenance services and application services for the Housing Services Division.

### **The minimum qualifications for this position include:**

- High school graduation, plus additional programme of over six months and up to one year in business administration, accounting or related field.
- Over six months related experience in business administration, accounting functions and human services.
- Accounting skills required, with demonstrated ability for accounts receivable including pre-authorized payments, debit and money orders.
- Knowledge of the Housing Services Act and Regulations, Residential Tenancies Act and other related legislation.
- Ability to apply established methods or procedures, such as referring to legislation, manuals, policies and procedures.
- Excellent customer service skills and the ability to work with a diverse client group in a professional manner.
- Strong organizational skills with the ability to maintain accurate records.
- Well-developed written and verbal communication skills.
- Ability to maintain confidentiality.
- Working knowledge of Microsoft Office and database software.
- Knowledge of residential maintenance and community agencies would be an asset.
- All new or rehired employees must provide proof of full vaccination against COVID-19 and agreement of the County of Wellington vaccination requirement, prior to commencing employment.

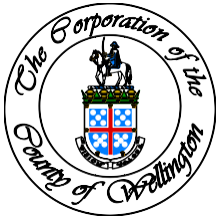
**This position offers a benefit package and an hourly range of: \$26.90 - \$31.36 (2022 Union Compensation Grid), based on a 35 hour work week.**

Applicants are invited to submit a cover letter and resume, clearly marked **Posting #414-22 by Friday, November 25 at 4:00 pm.**

**ATTENTION: HR DEPARTMENT**, County of Wellington Administration Centre, 74 Woolwich Street, Guelph ON N1H 3T9. E: [careers@wellington.ca](mailto:careers@wellington.ca) or F: 519.837.8882. Please respond by one method of application only. **No phone calls please.** Personal information in relation to the recruitment and hiring process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act.

The County is an equal opportunity employer. Accommodation for disabilities is available for all parts of the recruitment process. Applicants must make their needs known in advance.

Alternate formats available upon request.



# COUNTY OF WELLINGTON

## POSITION DESCRIPTION

<b>Title:</b> Housing Services Clerk - Accounts Receivable Reception	<b>Reports to:</b> Applicant Services Manager
<b>Department:</b> Social Services	<b>Division:</b> Housing Services
<b>Effective:</b> December 2003	<b>Revised:</b> December 2021

### **BASIC FUNCTION:**

This position reports to the Applicant Services Manager and is responsible for supporting the delivery of client services which includes accounts receivable, reception, maintenance services and application services for the Housing Services Division.

### **PRINCIPAL RESPONSIBILITIES:**

Under the guidance of the Applicant Services Manager, the Housing Services Clerk - Accounts Receivable Reception has the following responsibilities:

- Greet and deal with clients and potential clients, both in person and on the telephone.
- Operate the switchboard and channel in-coming calls/messages to the appropriate person.
- Operate the paging system.
- Address outgoing mail and sort incoming mail, including courier services.
- Maintain phone directories.
- Answer and direct general inquiries to the appropriate personnel.
- Photocopy, fax and prepare correspondence/data entry into various databases.
- Update the telephone messaging system to advise clients of holidays and changes in business hours.
- Daily opening and closing of the office.
- Prepare courier packages for daily pickup.
- Receive, process and balance rent and other non-rental accounts receivable by payment of post-dated cheques, cheque, interac, money order and cash for amounts totaling approximately \$83,000 monthly
- Maintain a postdated cheque log system on a daily basis and ensure cheques are deposited on specific dates which will include preparing bank deposits and maintaining a deposit log.
- Reconcile and post COMSOQ payments for amounts totaling approximately \$40,000 monthly
- Reconciling and positing OW/ODSP electronic statements for amounts totaling approximately \$47,000 monthly

- Processing NSF's and preparing and distributing NSF letters
- Initiating the tenant move out process by entering responsibility date and preparing move out notice and letter.
- Prepare lock change charge batch and process payment
- Prepare monthly lease renewal and CWL annual update packages.
- Enter completed CWL annual updates forms into Yardi Rent Café
- Enter monthly CWL annual update cancellations into Yardi Rent Café and prepare cancellation letters.
- Book meeting rooms and provide hospitality support, including parking passes and office location directions.
- Provide direct client general information on application process, eligibility rules and how the Centralized Waiting List is managed.
- Respond with initial assessment of high risk maintenance and special priority applicant situations by exercising judgment to determine the complexity of the situation, the nature of the request for safety and risk assessment, and the appropriateness of the response required.
- Act as back-up to the Housing Services Clerk(s) – Maintenance/Centralized Waitlist List as required.
- General administration support and other related duties as required.

**ACCOUNTABILITY:**

Actions in this position could result in minor loss of time or resources and may affect the work of others. Must ensure accurate payment processes, balancing and reconciling accounts within set deadlines.

**PHYSICAL EFFORT AND WORKING CONDITIONS:**

- Physical activity is light and of long duration, such as sitting at a workstation.
- Work is performed in an environment with regular exposure to minor hazards, such as rudeness and profanity.

**CONTACTS:**

This position deals with requests, settles complaints and clarifies information with the following:

Internal: Social Services Staff at all levels, Guelph Non-Profit Housing Corporation Staff.

External: clients, client advocates, families of clients, community agencies, other government agencies, general public, etc.

**MINIMUM QUALIFICATIONS:**

- High school graduation, plus additional programme of over six months and up to one year in business administration, accounting or related field.
- Over six months related experience in business administration, accounting functions and human services.
- Accounting skills required, with demonstrated ability for accounts receivable including pre-authorized payments, debit and money orders.
- Knowledge of the Housing Services Act and Regulations, Residential Tenancies Act and other related legislation.

- Ability to apply established methods or procedures, such as referring to legislation, manuals, policies and procedures.
- Excellent customer service skills and the ability to work with a diverse client group in a professional manner.
- Strong organizational skills with the ability to maintain accurate records.
- Well-developed written and verbal communication skills.
- Ability to maintain confidentiality.
- Working knowledge of Microsoft Office and database software.
- Knowledge of residential maintenance and community agencies would be an asset.

**CONDITIONS OF EMPLOYMENT:**

- Police Vulnerable Sector Check
- Proof of Education

**OTHER:**

- Location: 138 Wyndham Street North, Guelph
- Regular Work Hours: 35 hours per week (some flexibility may be required)
- Occasional travel required to attend meetings, training and work events
- Collective Agreement between the County of Wellington and CUPE Local #973