

UTILITY ANALYST (Contract - 9 months)

The Town of East Gwillimbury was recognized as an Employee Recommended Workplace by The Globe and Mail and Morneau Shepell. Employees enjoy a fully balanced lifestyle and have a high level of Total Health. Our municipal offices are easily accessible off of Highway 404 and a short 15 minute drive from Highway 400. Enjoy competitive wages, progressive extended health plan, employee assistance program, and active social and wellness committees. Convenient parking, outdoor seating areas, and easy access to trails allow you to enjoy the beauty of EG while at work.

The Town is the GTA's top growth municipality, located just north of Toronto in York Region. As one of Ontario's growth centres, East Gwillimbury's population is projected to reach 50,000 by 2025. By joining Team EG you will help shape our growing community.

The Town is committed to addressing the daily challenges brought on by COVID-19 and ensuring we are responsive and taking every step necessary to ensure the safety of our employees and our Town. As such, all recruitment will be conducted virtually with all interactions via email, phone or video. Work location will include onsite office and remote working from home and will be altered to accommodate reopening of Town facilities. In addition, all training and devices will be provided.

Reporting to the Manager of Financial Services, this position is responsible for water and sewer billings and collections, issuance of water/sewer bill arrears notices; maintenance and adjustment of accounts; coordinating and processing final meter reading bills and variances, maintaining support and history of water and sewer accounts, and coordinating meter reading geographic routes. You will also update meter reads from electronic readers; analyze meter accounts; coordinate meter repair exchanges; process change of ownership; create and maintain pre-authorized payment and equal payment plans, ensure accurate bank information notifying customers of payment plan details; analyze consumption and liaise with financial institutions. The successful incumbent will also be responsible for providing exceptional customer service responding to customer inquiries at the front counter, telephone, and correspondence and providing back-up support and assistance for department staff.

A college diploma in accounting/bookkeeping or related discipline and demonstrated customer service experience are required; utility billings and/or property tax billings and collections is preferred. You also possess excellent interpersonal, organizational, analytical, problem solving, communication, research, financial and time management skills. Ability to think and act strategically and appropriately in a political and community service environment, to foster a positive/enthusiastic customer service attitude/approach among staff, and to deal courteously and effectively with taxpayers/property owners, developers/builders, elected officials, suppliers, staff, and other departmental/corporate contracts. Thorough working knowledge of municipal financial legislation/regulations including the Municipal Act, Public Utilities Act, and related legislation (such as Goods and Services Tax Act, Income Tax Act etc). Computer literacy utilizing MS Office Suite and financial information systems software is needed along with familiarity with electronic payment options and software.

Salary Range: Band 5: \$57,603 – \$67,759

If you're looking for an opportunity that will enable you to contribute to a growing and inclusive community, please apply and submit your resume and related information online at:

[ADP Workforce Now - Career Centre](#)

Deadline for applications is July 6, 2020

We thank all applicants for their interest, however, only those being considered for an interview will be contacted.

The Town of East Gwillimbury is committed to diversity and inclusivity in employment and welcomes applications from qualified individuals of diverse backgrounds. In accordance with the [Accessibility for Ontarians with Disabilities Act, 2005](#) and the Ontario Human Rights Code, the Town of East Gwillimbury will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the Town's Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation. In accordance with the *Municipal Freedom of Information & Protection of Personal Privacy Act*, personal information collected will only be used for candidate selection.