

The Town of East Gwillimbury is conveniently located along Highway 404 in northern York Region and has been identified as a premier center for growth within the GTA. We are proud of our award-winning focus on modernization, innovation, and creativity. Those joining Team EG will use that lens to help shape our growing community. As an Employee Recommended Workplace, employees enjoy a number of benefits including; competitive wages, employee assistance program, active social and wellness committees, access to outdoor seating areas and numerous trails which allow you to enjoy the beauty of EG while at work. Come join our team and see the EG difference!

Reporting to the Senior Tax & Utility Analyst, 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: \$59,641 - \$70,161

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

[ADP Workforce Now - Career Centre](#)

Deadline for applications is December 9, 2021.

Please be advised that effective November 1, 2021, all staff (including full-time, part-time, seasonal, and contract) will be required be fully vaccinated by a Health Canada-approved COVID-19 vaccine.

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.