COMMUNAUTÉ RÉGIONALE DE
Campbellton
REGIONAL COMMUNITY

Job Description

Reception and Citizen Services Clerk

Inclusion Statement :
All references to gender in this job description are intended to be inclusive. The Campbellton Regional Community is committed to employment equity and encourages applications from all qualified individuals.

Department :	Finance
Job Title :	Reception and Citizen Services Clerk
Reports to :	Assistant Treasurer
Last Revised :	October 26, 2026

RECEPTION AND CITIZEN SERVICES CLERK

1. IDENTIFICATION

1.1	Organization :	Campbellton Regional Community (« City »)
1.2	Department :	Finance
1.3	Job Title :	Reception and Citizen Services Clerk
1.4	Employment Status :	Permanent – non-unionized
1.5	Immediate Supervisor :	Assistant Treasurer
1.6	Last Revised :	October 26, 2026

2. DUTIES AND RESPONSIBILITIES

2.1 Summary of Responsibilities

The incumbent provides reception and front-line service to residents and municipal customers in person, by telephone and electronically. Responsibilities include providing appropriate information, processing requests, resolving routine issues within the scope of the position or referring them to the appropriate departments, receiving payments for municipal services and rentals, and performing related cashier duties.

Depending on the City's needs and the incumbent's qualifications, additional responsibilities as recording secretary for municipal council meetings may be agreed upon at the time of hiring or added subsequently with the incumbent's agreement. The assignment of these responsibilities and the corresponding salary enhancement are confirmed in writing by the Chief Administrative Officer.

2.2 Health and Safety Responsibilities

The incumbent must act in a manner that protects their own health and safety and that of others in the workplace. They must be familiar with the City's safety rules and regulations. Any identified hazard must be reported to their immediate supervisor. They must use and wear the personal protective equipment prescribed by regulations or required by the City. If asked to perform a task for which they believe they have not received the necessary training, they must inform their supervisor.

2.3 Tasks Profile

- Welcome residents, visitors and customers at the counter, identify their needs and provide information or direct them to the appropriate person or department.

- Answer telephone calls, identify requests, provide available information, transfer calls and take complete and accurate messages when necessary.
- Inform the public about City services, hours, procedures, rates and payment options, using current information and procedures.
- Handle routine requests and issues within the scope of the position, carry out the necessary checks and provide a response or solution in accordance with established procedures.
- Record service requests, reports and complaints, gather relevant information, forward them to the appropriate departments and complete the required administrative follow-up. Promptly report urgent situations in accordance with established procedures.
- Receive, verify and process payments for municipal services, including garbage collection, water and sewer, as well as room, space and facility rentals and other amounts owed to the City.
- Ensure payments are applied to the correct accounts or files, enter transactions in the designated systems, issue receipts and protect customers' personal and financial information.
- Perform opening, verification and closing procedures for the cash register, reconcile payments received with recorded transactions, prepare reports and remittances, and report discrepancies in accordance with established procedures.
- Answer routine questions about bills and payments and refer requests for adjustments, refunds, payment arrangements or further investigation to the Accounts Receivable Clerk or an authorized person.
- Receive and forward forms, documents and correspondence handled by reception, verify that required information is provided, and maintain records, contact details and information needed for customer service.
- File, scan and copy documents and perform other administrative support duties related to reception, in collaboration with the staff members concerned.
- Perform any other related duties assigned by the immediate supervisor.

2.4 Additional Responsibilities – Recording Secretary for Municipal Council Meetings – When Assigned

- Attend regular and special municipal council meetings at which attendance is required, including evening meetings.
- Operate meeting recording equipment and save, organize and manage recordings in accordance with established procedures.
- Take accurate notes documenting attendance, motions, decisions, voting results and other information required to prepare the minutes.
- Prepare draft minutes, submit them to the designated person for review and make the necessary revisions before submitting them to Council for approval.
- File approved minutes and related documents in accordance with established procedures.
- Maintain the confidentiality of information and documents, particularly those relating to closed meetings.

3. LEVEL OF AUTHORITY

The incumbent reports to the person designated as the immediate supervisor and has no authority over other staff members. The incumbent handles routine requests in accordance with established procedures. Exceptions, account adjustments, refunds and situations requiring a decision are referred to an authorized person.

4. JOB REQUIREMENTS

4.1. Required Education

- High school diploma.
- Certificate in office administration or a related field following a program of at least one semester at a recognized technical institution or college.

4.2. Specific Knowledge and Skills

- Strong telephone reception, customer service, data entry and recordkeeping skills.
- Proficiency with standard office software, including Microsoft Word, Excel and Outlook, and the ability to use a telephone system and payment terminal.
- Basic knowledge of payment processing and cashier operations. Knowledge of municipal financial software, including Sage Accpac, and municipal services is an asset.
- When recording secretary responsibilities form part of the agreed-upon duties: excellent writing skills in both English and French, the ability to take accurate notes and summarize decisions faithfully, attention to detail, and proficiency in using recording equipment and software. Experience preparing meeting minutes is an asset.

4.3. Mandatory Requirements and Experience

- Fluency in both French and English, spoken and written.
- Availability to work overtime upon request.
- Experience in reception or customer service, including payment processing and cashier operations, is an asset.

4.4. Behavioural Competencies

The incumbent must demonstrate the following competencies:

Accuracy and attention to detail
Process payments accurately, verify transactions and faithfully record information received.

Organization and priority management
Plan work, meet deadlines and manage multiple requests simultaneously.

Analytical thinking and problem solving
Understand requests, verify information and resolve routine issues within the scope of the position.

Customer service orientation
Welcome, listen to and inform people with courtesy, patience and professionalism.

Communication and tact
Clearly explain information and procedures to follow, and communicate requests accurately and tactfully.

Discretion and integrity
Protect confidential information and handle files impartially.

Independence and judgment
Perform duties responsibly, respect the limits of the position's authority and recognize situations that must be referred to the person responsible.

Collaboration and adaptability
Work effectively with municipal departments and adapt to interruptions and changes in customer volume.

Composure
Remain calm and professional in difficult situations or when dealing with dissatisfied individuals.

5. REMUNERATION

- Salary: $17.85 to $23.37 per hour, depending on qualifications and experience.
- When additional responsibilities as recording secretary for municipal council meetings form part of the agreed-upon duties, an enhanced salary range applies, with a maximum rate of $29.16 per hour. The applicable rate and its effective date are confirmed in writing by the Chief Administrative Officer.
- This is a permanent, full-time position with employee benefits and a pension plan.

6. HOURS OF WORK

- 35 hours per week.
- Monday to Friday, 8 :30 a.m. to 4:30 p.m., with a one-hour unpaid lunch break. (8:00 a.m. to 4:00 p.m. during the summer, subject to Council approval).
- When additional responsibilities as recording secretary for municipal council meetings form part of the agreed-upon duties, the incumbent must also attend meetings at which attendance is required, including evening meetings. These hours are in addition to the regular work schedule and are paid as overtime in accordance with the applicable terms and conditions of employment.

7. WORK ENVIRONMENT

- Office work at reception and the service counter, with frequent public contact and regular interruptions.

8. TRAVEL REQUIREMENT

- Occasional travel outside the City for training.

9. OPERATIONAL REQUIREMENTS

- Ensure continuous reception and counter service during scheduled hours, in accordance with departmental arrangements. Occasional overtime is required.
- When additional responsibilities as recording secretary for municipal council meetings form part of the agreed-upon duties, ensure that minutes are prepared and recordings are managed within established deadlines, in coordination with the designated person.

10. JOB DESCRIPTION APPROVAL

10.1 Departmental approval

Approved by : Kelly Laflamme Initials : _____

Title : Director of Corporate Services-Finance/Treasurer

Approval date : October 26, 2026

10.2 Municipal administration approval

Approved by : Manon Cloutier Initials : _____

Title : Chief Administrative Officer

Approval date : October 26, 2026

11. ACKNOWLEDGEMENT OF RECEIPT

I have received a copy of this job description:

Name: _____

Incumbent's signature :_____

Date :_____