

## ACCOUNTING SUPPORT 3 – UTILITIES AND TAXATION SUPPORT (TEMPORARY)

The City of Camrose is in the process of implementing a new financial software solution in the fall of 2025 to replace the current Serenic / Bellamy software solution. The City is seeking a responsible and reliable individual to join our Tax & Utility Team during this exciting project.

Applicants should have a strong aptitude for customer service with the ability to learn new tasks and software solutions quickly to provide support to existing utility and tax staff during software testing and implementation. Tasks completed may vary significantly throughout the term dependent upon the phase of the software implementation project. The work environment will be fast-paced and subject to stressful conditions due to project deadlines and the successful candidate should be able to adapt to changes in the work environment without difficulty. The position will report to the Supervisor - Tax & Utilities.

This is a temporary position with an anticipated end date of November 30, 2025.

### FUNCTIONS/DUTIES (but not limited to):

- Coordinate monthly billing process with Utility department utilizing financial system software (Serenic) and meter reading software (Neptune360).
- Complete utility-related administrative duties including preparing work orders for connections or disconnections, completing account administration (new tenants, collections, autopayment plan maintenance, change in billing information), processing payment transactions and general customer service via telephone, email or in person.
- Complete tax-related administrative duties including preparing property tax certificates, processing payment transactions, providing customer service for property tax inquiries (payments, penalties, registered owners, legal descriptions), maintenance of the Tax Instalment Plan (TIP) and general account maintenance.
- Other duties as assigned and dependent upon applicants relevant experience and skills.

### QUALIFICATIONS:

- High School Diploma or GED equivalent.
- A minimum of two (2) years of exemplary customer service, some basic accounting training/skills desired.
- A minimum of two (2) years' experience processing financial transactions using financial software.
- Excellent computer skills and demonstrated ability to learn new software.
- Ability to work independently and process a high volume of information accurately within rigid deadlines.
- Ability to maintain a high level of confidentiality.
- Excellent oral and written communication with difficult customers, management and employees from various departments.
- Excellent organizational and time management skills to accommodate fixed deadlines.

**HOURS OF WORK:** Hours of work are typically 8:00 a.m. to 4:30 p.m. Monday through Friday at City Hall. Work is to be completed onsite and no remote work option is available for this position. This is a temporary position with an anticipated end date of November 30, 2025.

**SALARY:** The City of Camrose offers a competitive salary and a positive work environment. The starting salary for this position will be dependent upon the qualifications and experience of the successful candidate.

**APPLICATIONS:** Individuals interested in this position are invited to submit a cover letter and resume to the address below. If applying by e-mail, please ensure job position is included in subject line. **Please note that the City is planning to fill the position quickly and will be interviewing applicants as applications are received; if interested in the position we highly recommend that you submit your application as soon as possible.**

*We appreciate and consider all applications; however, only candidates selected for interviews will be contacted.*

### CONTACT:

City of Camrose, Attention: Supervisor – Tax & Utilities  
Mailing Address: 5204 – 50 Avenue, Camrose, AB T4V 0S8  
P: 780.672.4426 | F: 780.672.2469 | E: [hr@camrose.ca](mailto:hr@camrose.ca) | W: [www.camrose.ca](http://www.camrose.ca)