

DEPARTMENT:	Finance	STATUS:	Auxiliary
NO. OF POSITIONS:	One	UNION:	CUPE, Local 387
HOURS OF WORK:	35 hours per week (M-F)*	SALARY:	\$24.39 - \$28.54 plus 12% in lieu of all benefits

The Finance department is seeking a customer service and team oriented individual to temporarily join our team. You will assist us through our tax season from May to July 2022. Hours may vary and can range from a minimum of 4 hours per day, or as operationally required. As this position will be supporting a variety of roles, we are seeking an individual who has worked for or volunteered in various environments and has a natural passion for service and community connection.

You will be supporting the Finance department with administrative tasks such as answering phones, filing, printing, data entry, reconciliations, cash handling, purchasing department support, possibly meter reading, mail room clerk, and accounts payable duties. This front line customer service position will be assisting with basic accounting and moderately complex clerical work. This work also involves the use of customized software to assist with updating customer information system and billing and adjustments.

If you have the following characteristics and qualifications, we want to hear from you!

- Completion of Grade 12, pursuing a Finance or Business degree and sound related experience in customer service and office administration.
- Thorough knowledge of business English, spelling, punctuation, and arithmetic.
- Sound knowledge of recordkeeping, related clerical functions and modern office practices and procedures.
- Ability to prepare and maintain a variety of records, files, reports and correspondence.
- Ability to deal effectively with internal and external contacts in processing complex enquiries, contentious complaints and in providing a wide range of information.
- Ability to work effectively with a variety of internal and external stakeholders; and to provide exceptional customer service.
- Ability to demonstrate tact, diplomacy and professionalism.
- Ability to demonstrate effective conflict resolution skills.
- Ability to exercise initiative and complete routine clerical duties and other tasks with minimum supervision.
- Ability to effectively organize work priorities.
- Ability to effectively use PC industry standard applications/software and to operate common office equipment.
- Experience in using Northstar, JD Edwards and Tempest would be an asset.
- Working knowledge of basic accounting principles and practices.
- Ability to make arithmetic calculations and maintain and balance accounts and ledgers with speed and accuracy.
- Ability to perform a variety of clerical and cashiering tasks with minimal supervision.
- Possess exceptional customer service skills and superior problem solving abilities in order to deal effectively with the public and city staff.
- Strong attention to detail and accuracy.
- Ability to pass and maintain a clear Police Information Check.

*These positions are anticipated to work a minimum of 4 hours per day to help support departments in need of temporary support. Hours per week may be adjusted due to operational requirements.

Apply by sending your **cover letter and resume in one document** quoting the competition number, by May 9, 2022 to the Human Resources Department, City of New Westminster, 511 Royal Avenue, New Westminster, BC, V3L 1H9, e-mail to hr@newwestcity.ca using the following format in the subject line: **LAST NAME First Name #22-94.**

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest. New Westminster is on the unceded and unsurrendered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land. We are learning and building relationships with the people whose lands we are on.

*We thank all applicants for their interest and advise that only those selected for an interview will be contacted.
This position is only open to those legally entitled to work in Canada.*