



Billing Clerk

Finance Department

Permanent Full-Time

The Opportunity

The Town of Grimsby is committed to building a future that welcomes innovative new ideas while protecting and preserving its distinct heritage. It is a place where leaders are committed to sustainability and honouring Grimsby's treasured natural setting. Grimsby has become a sought-after community where residents enjoy waterfront living, historic neighbourhoods, active living, and world class natural amenities. It is conveniently located in the Greater Toronto and Hamilton Area (GTHA) in a region that is home to Niagara wineries, agriculture, cuisine, and internationally recognized attractions.

The Portfolio

Reporting to the Manager of Revenue and Collections, the Billing Clerk is responsible for efficiently administering all aspects of billing and collecting water user fees at the Town. This includes calculating and processing bi-monthly water billings, ensuring correct reads for billings while providing professional, courteous service to all customers. This position is responsible for providing confidential information to solicitors and property owners in regards to account status, billing procedures and ownership obligations. In addition, the Billing Clerk provides front counter customer service coverage at Town Hall, as required or scheduled by the Manager, assisting customers with general finance-related inquiries.

The Candidate

The ideal candidate will hold a post-secondary diploma in Accounting, Business Administration, Commerce, or a related field, along with two (2) years of recent experience in billing, customer service, and/or accounting. They will have a strong understanding of accounting principles, financial processes, and possess excellent analytical, organizational, and time management skills. The successful candidate will demonstrate strong attention to detail, accurate data entry skills, and the ability to prioritize and complete tasks within established timelines. They will also have excellent communication and customer service skills, the ability to build positive working relationships, and intermediate proficiency with financial systems, Microsoft Office applications, and spreadsheet software.

Working for the Town of Grimsby

The Town of Grimsby offers candidates for this position a competitive employment package that includes an annual salary range between **\$55,248 and \$67,218 (2026 Rates)**.

The Town of Grimsby is a progressive employer committed to supporting employees' work-life balance while also fulfilling business goals and providing a high-performance work environment. The Town also supports the health and wellness of our employees; a commitment that is demonstrated through free access to Town recreation facilities for employees.

Employee Perks

At the Town of Grimsby, we invest in our people and provide a workplace that fosters growth, well-being, and work-life balance. Our employees are at the heart of everything we do, and we are proud to offer a supportive and rewarding environment with benefits that go beyond the basics:

- ✓ Complimentary access to recreation facilities, including the fitness centre
- ✓ Three personal float days each year for flexibility and balance
- ✓ Industry-leading benefits covering health, dental, and wellness support
- ✓ Corporate training and career development programs to support lifelong learning
- ✓ A collaborative, inclusive workplace that values innovation and service excellence
- ✓ Opportunities to engage with the community and make a meaningful impact
- ✓ Employee recognition programs that celebrate achievements and contributions
- ✓ A secure pension plan to support long-term financial well-being

More than a job. A place to grow, belong, and thrive.

How to Apply

If you are excited by this opportunity, we are excited to hear from you!

We invite you to submit your application to hr@grimsby.ca, by **September 9, 2026**. Please quote the posting number in the subject line. A full job description can be found below.

Posting #: 44-2026

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

Consistent with our values and corporate culture, the Town of Grimsby is an equal opportunity employer committed to providing an inclusive, barrier-free recruitment and selection experience, and work environment. The Town of Grimsby will accommodate the needs of applicants under the Human Rights Code and Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment process up to the point of undue hardship. If you require accommodations, please contact Human Resources (hr@grimsby.ca) to make appropriate arrangements.

The Town of Grimsby may use AI (Artificial Intelligence) in the recruitment process. Personal information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of candidate selection.

Be advised that the Town of Grimsby's Human Resources department frequently audits resumes of internal and external applicants to validate the accuracy and trustworthiness of information provided. Falsification of information provided at any time throughout the recruitment process may result in disqualification. Internal applicants may be subject to discipline up to and including termination.



JOB POSTING

Billing Clerk Finance Department

1. Water Billing (35%)

- Calculate and process water billings.
- Review consumption listings for inaccuracies prior to billing and advise Water Foreman.
- Process new meter installations and meter exchanges, including recording final readings, new meter serial number, and meter specifications.
- Record adjustments, transfers and arrange for refunds of overpayments.
- Set up water account numbering system for new properties (subdivisions).
- Respond to mail/email, telephone and counter inquiries noting requests for information and all changes to be made on individual water accounts.
- Estimate water consumption where readings could not be accessed.
- Calculate & prepare final billings on sale of properties.
- Operate and program folding machine to prepare bills, inserts and notices for mailing. Operate mail machine to apply postage and prepare bills for delivery.
- Process water haulers billing.
- Maintain the pre-authorized water billing payment plan.
- Incorporate current water rates into the billing system annually.

2. Water Account Administration & Reporting (30%)

- Open new customer accounts with contact information, ensure new account charges are applied and set up meter service screens.
- Responsible for follow-up actions related to delinquent accounts which may include:
- Transfer past due amounts to taxes.
- Update penalties on past due accounts.
- Print and mail past due.
- Final billing collections and lawyer follow-up.
- Apply new account/changes fees and service charges provided by the Supervisor Environmental Services.
- Correspond with customers and solicitors with respect to water billing matters, including unusually high water consumption, meter tests if required. Prepare and mail/fax letters to solicitors informing them of account status for properties involved in sales, mortgaging, and power of sales.
- Identify and act on meter problems by advising the Water Foreman, following the procedures in place for the processing of work orders including the possible disconnection of the water service.
- Record completed work orders from public works re: meter exchanges, terminations and new installs, ensuring accurate meter ID's, serial numbers and billing as required.
- Document (and attach to account) charge backs with account information and the correct charge amount, and apply charges to customer's accounts with correct activation and deactivation dates

- Ensure accounts are accurate and current compared to MPAC listing provided by tax department.
- Prepare an annual schedule for meter readings, billings, due dates, reminder notices and transfer to taxes.
- Reconcile the water sub ledger to the general ledger on a monthly basis.
- Ensure record retention of approved documentation from the DWQMS manager in adherence to provincial legislation.
- Coordinates walking routes for new subdivisions and scheduling readings and rereads daily.
- Participate in evaluating the needs of new technology and software for growth and development in coordination with Manager and the supplier of equipment and software as needed.
- Prepare consumption reports, water statistic reports and year-end water working papers.

3. Customer Service (25%)

- Ensures high customer service levels are consistently met.
- Collaborate successfully and maintain strong relations with department and customers.
- Address department and customer requests and issues in a timely manner.
- Monitor and advise other departments on related processes and procedures.
- Assist other team members and leaders with problem solving (as needed).
- Provides information to finance staff, manager and departments upon request.
- Liaise with internal and external parties to troubleshoot issues with loads and payment files.
- Provide front counter assistance at Town Hall, as required or scheduled by the Manager. Assistance may include responding to general inquiries and tax-related inquiries and will not be limited solely to water billing inquiries.

4. Process Improvement (5%)

- Identifies opportunities for process improvements.
- Investigates process improvements, economies of scale, etc. that provide improved efficiency or effectiveness to the Town, and recommends actions to be taken.
- Create job aids as required to support various processes.

5. Other (5%)

- Leads and/or participates in special projects as assigned.
- Works as part of cross functional team when new systems that feed financial systems are being implemented, assessing interfaces to financial systems and completing all testing prior to go-live and making recommendations regarding business processes for new systems.
- Works in a safe manner in accordance with the Occupational Health and Safety Act, associated regulations, other applicable legislation, Town by-laws, policies, procedures, and guidelines.
- Acts as primary backup for other roles on the finance team (e.g. Accounts Payable/Receivable Clerk, Payroll, Benefits & Pension Clerk, or Finance Clerk) and performs duties during absences.
- Other related duties, as assigned.

The successful candidate will possess the following:**Education**

- Post-secondary diploma in Accounting, Business Administration, Commerce, or related field.

Experience

- Two (2) years of recent related experience in billing, customer service and/or accounting.

Knowledge/Skills/Abilities

- Understanding of accounting principles, practices and procedures.
- Mathematical aptitude and analytical skills applicable for various financial and accounting functions/transactions.
- Exceptional organizational and time management skills.
- Ability to prioritize and complete tasks and assignments within specified time frames.
- A team player that is supportive of colleagues and embraces a collaborative approach.
- Excellent customer service skills and acts in a friendly and courteous manner.
- Ability to establish and maintain sound working relationship.
- Effective communication skills and ability to effectively communicate with internal and external stakeholders.
- Fast and accurate data entry skills.
- Attention to detail.
- Intermediate computer skills, including financial information systems.
- Intermediate proficiency in accounting, spreadsheet, and word processing applications, such as Word, Excel, Power Point, Microsoft Office, Microsoft Windows.

A combination of education, training, and experience may be considered.