



## **Township of South Frontenac Job Description**

**Title:** Reception Clerk  
**Department:** Treasury Department  
**Reports to:** Deputy Treasurer

### **Summary:**

Provides front-line reception services at the Township Office, including answering and responding to telephone inquiries, directing calls as appropriate, and welcoming residents and visitors. Delivers excellent customer service by responding to general inquiries, including those related to Treasury functions, ensuring courteous, accurate, and timely service to the public. Performs data entry and payment processing duties, including receiving and recording tax payments and other transactions such as municipal water fees, dog tags, and recreation programs (e.g., day and swim camps). Provides general clerical, secretarial, and administrative support.

### **Duties & Responsibilities:**

- Serves as the first point of contact at the Township Office by handling in-person counter requests and incoming calls and messages on the main line, ensuring courteous, professional, and timely service
- Responds to general inquiries, including those related to Treasury functions, by providing accurate information or directing inquiries to the appropriate staff
- Develops and maintains a strong working knowledge of Township operations and the role of other levels of government to support effective customer service
- Assists taxpayers and members of the public with routine Treasury-related inquiries
- Receives, processes, and records a variety of payments (e.g., property taxes, utilities, dog tags, recreation programs) using the Township's financial systems
- Prepares and maintains the daily cash float, balances cash, and prepares daily deposits from financial transactions
- Performs data entry and reconciliation of payments within the financial management system
- Picks up, sorts, and distributes incoming mail, including monitoring digital mailboxes (e.g., general mail and Accounts Payable)
- Compiles, packages and posts outgoing mail
- Responds to correspondence or telephone inquiries where required

- Prepares the operating till for each day's activities and ensures that the proper float is present
- Records cemetery and interment transactions in appropriate databases
- Maintains office supply inventory and orders supplies
- Coordinates the room booking system for corporate meeting spaces
- Assist in preparing and distributing correspondence from the Treasury Department
- Maintains accurate digital and paper records
- Codes departmental invoices and prepares them for management approval
- Performs any other related duties assigned by the Deputy Treasurer

**Supervision:**

- Works under the general supervision of the Deputy Treasurer and is subject to general guidance from the Deputy Treasurer/Finance Team Lead in terms of maintaining workflow in the office.

**Qualifications:**

- Minimum of one (1) year of relevant post-secondary education
- Minimum of one (1) year of relevant experience preferably in a municipal, government or institutional setting.
- Demonstrated customer service experience, ideally in a public-facing role
- Strong verbal and written communication skills
- Proven ability to establish and maintain effective working relationships in a team environment
- Strong organizational and time management skills, with the ability to manage multiple tasks and priorities
- Ability to work both independently and collaboratively as part of a team
- Keyboard proficiency and the ability to operate or quickly learn relevant computer software and systems
- Working knowledge of general office procedures and administrative practices
- Working knowledge of legislation, regulations, policies and procedures that impact municipal government operations.

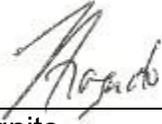
**Work Environment:**

- Predominantly office based.

**Other:**

- This is a full-time position, based on a 40-hour work week in accordance with the Collective Agreement with CUPE 4336.
- Compensation and benefits are in accordance with the Collective Agreement
- Probationary period – 6 months of active employment

Approved:



---

Louise Fragnito  
Chief Administrative Officer



---

Stephanie Kuca  
Deputy Treasurer

Date Approved: March 25, 2026