



**Cape Breton
Regional
Municipality**

CUSTOMER SERVICE CLERK II

Casual

JOB SCOPE: Under the direction of the Manager of Finance, and reporting to the Team Leader, the Customer Service Centre (CSC) representative provides the first point of contact for customers entering or telephoning a CSC. The CSC Representatives are responsible for the processing of receivables (ie. tax and water payments, application fees, bus tickets, etc.), balancing transactions and preparation of bank deposits on a daily basis, administering various municipal application processes in accordance with CBRM policies, programs and by-laws, greeting the public, determining their needs and providing routine information, application forms and other documents to meet their needs. For more complex requests, Customer Service Centre Representatives will refer clients to the appropriate Municipal official.

DEPARTMENT: *Finance*

BARGAINING UNIT: *CUPE Local 933*

SALARY: \$30.70 / per hour

MINIMUM QUALIFICATIONS: (MUST INCLUDE COPIES OF THE ITEMS LISTED BELOW)

- Graduation from Grade 12 or G.E.D. equivalent, plus a relevant certificate from a recognized business college or university.
- A combination of relevant education and experience may be considered.
- Cash handling experience is required, including receipt of payments, balancing daily transactions, preparing cash reports and bank deposits.
- Criminal Records Check verification is required as a condition of employment. Vulnerable sector check may also be required for those working with vulnerable populations.
- Medical assessments including but not limited to physical, vision, and hearing tests may be required. The assessments must show the capacity of performing tasks of the classification. This will take place at a later date.

CLOSING DATE FOR APPLICATIONS: Tuesday, April 28th , 2026, 4:00 PM

Applications quoting **Competition Reference #26.29-E** should be submitted via any one of the following:

In-person or drop-box with attention to CBRM Human Resources Department:

320 Esplanade, Suite 303, Sydney, Nova Scotia B1P7B9

Fax: 902-563-5582 or **E-mail:** jobapplications@cbrm.ns.ca

Although we thank all applicants for their submissions, we will only connect with those we wish to assess further.

CBRM is committed to the principles of Employment Equity and Inclusivity. We encourage applications from designated groups, including but not limited to women, visible minorities, indigenous peoples, members of the 2SLGBTQIA+ community, and persons with disabilities. CBRM encourages the need for respect, integrity, diversity, accountability, and the public good.



JOB DESCRIPTION

Position Title:	Customer Service Clerk II		
Department:	Finance	Location:	Civic Centre
Reporting to:	Manager, Finance	Bargaining Unit:	CUPE Local 933 (Inside Workers)
Salary:	\$30.70 / per hour		

JOB SCOPE

Under the direction of the Manager of Finance, and reporting to the Team Leader, the Customer Service Centre (CSC) representative provides the first point of contact for customers entering or telephoning a CSC. The CSC Representatives are responsible for the processing of receivables (ie. tax and water payments, application fees, bus tickets, etc.), balancing transactions and preparation of bank deposits on a daily basis, administering various municipal application processes in accordance with CBRM policies, programs and by-laws, greeting the public, determining their needs and providing routine information, application forms and other documents to meet their needs. For more complex requests, Customer Service Centre Representatives will refer clients to the appropriate Municipal official.

MAIN FUNCTIONS

- Initial tax and water payment receipts, leading to licenses, user fees, etc.
- Cash handling responsibilities include balancing daily transactions to ensure that money is collected and accounted for, and the preparation of daily bank deposits.
- Monitoring schedules.
- Providing feedback on customer concerns and requirements.
- To access main database for customers to provide accurate and timely information.
- To provide information on technical planning matters to assist customers through the municipal service system.
- To administer various municipal application processes in accordance with CBRM policies, programs, and by-laws.

- To catalogue and transmit requests for service to appropriate Municipal department.
- To generate information on Municipal programs to clients ranging from recreational services to protective and public services.
- To provide general secretarial work as required.
- To perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Broad knowledge of municipal operations, departmental functions, and procedures.
- Must be able to work with and prepare cash reports
- Must possess a working knowledge of computers.
- Ability to work with minimal supervision.
- Professional verbal and written communication skills.
- Must possess high level of initiative.
- Must be able to work independently or as part of a team.
- Must feel comfortable in making suggestions and recommendations.
- Familiarity with SAP software would be an asset.

MINIMUM QUALIFICATIONS

- Graduation from Grade 12 or G.E.D. equivalent, plus a relevant certificate from a recognized business college or university.
- A combination of relevant education and experience may be considered.
- Cash handling experience is required, including receipt of payments, balancing daily transactions, preparing cash reports and bank deposits.
- Criminal Records Check verification is required as a condition of employment. Vulnerable sector check may also be required for those working with vulnerable populations.
- Medical assessments including but not limited to physical, vision, and hearing tests may be required. The assessments must show the capacity of performing tasks of the classification. This will take place at a later date.

ADDITIONAL QUALIFICATIONS

- Emergency First Aid/AED/CPR-A