



JOB TITLE: Clerk, Customer Service
DEPARTMENT: Corporate and Administrative Services

JOB SUMMARY

Reporting to the Corporate Officer, the Clerk, Customer Service is responsible for responding to telephone and front counter enquiries, performing cashier duties, and providing clerical assistance to various departments.

DUTIES / RESPONSIBILITIES

- Respond to in-person and telephone enquiries and provide routine information or re-direct enquiries to other staff members as required
- Receive monies on behalf of the Regional District, process payments and post receipts
- Provide front counter customer service
- Perform various general office duties, such as distribution of incoming mail, processing of outgoing mail, posting meeting room schedules, opening and closing the office.
- Issue various permits and licenses (e.g. Burning Permit, Dog Licenses, etc.) while ensuring compliance with established procedures and guidelines
- Maintain the Municipal Ticketing Information database
- Book building inspection requests
- Assists with building inspection and building permit inquiries
- Assists with the preparation of committee meeting agendas and takes minutes, as required
- Provide clerical assistance to various departments as scheduled
- Maintain harmonious working relationships with municipal and Regional District staff, elected officials, members of the business community and the general public
- Undertake emergency training and assist as directed in supporting the District's emergency response mandate. Duties assigned during and emergency may differ from regular duties
- Complete work in compliance with safety policies and WorkSafe BC regulations
- Perform other duties as may be assigned from time to time

SUPERVISION RECEIVED AND EXERCISED

Immediate Supervisor:	Corporate Officer
Positions directly supervised:	
This position is responsible for:	
<input type="checkbox"/> Assigning work	<input type="checkbox"/> Reviewing work
<input type="checkbox"/> Evaluating work	<input type="checkbox"/> Disciplining employees
<input checked="" type="checkbox"/> Not applicable	

KNOWLEDGE, ABILITIES AND SKILLS REQUIRED

Education:	<ul style="list-style-type: none"> ▪ High school graduation, plus one year office administration program
Experience:	<ul style="list-style-type: none"> ▪ One year clerical experience preferably within a local government setting
Licenses / Certificates / Registrations:	<ul style="list-style-type: none"> ▪ Must possess a valid Class 5 British Columbia Driver's License
Specific Skills:	<ul style="list-style-type: none"> ▪ Exceptional customer service with sound ability to interact tactfully with staff, elected officials, members of the public and other governmental agencies ▪ Minimum keyboarding speed of 60 wpm ▪ Superior organizational skills and multi-tasking talents ▪ Accurate and detail-oriented ▪ Sound agenda preparation and minute taking skills ▪ Excellent interpersonal and problem solving skills ▪ Sensitively manage private information ▪ Proficient with MS Office Suite, particularly Word and Excel ▪ Ability to work independently and as part of a team and easily respond to changing priorities
Special Requirements:	<ul style="list-style-type: none"> ▪ May be required to work outside the normal working hours

CLASSIFICATION

Wage Level 7

JOB DESCRIPTION

Effective date: November 27, 2018