



## JOB DESCRIPTION

Position Title: Clerk I  
Department: Finance  
Supervisor: Director of Finance

Date: January 29, 2015

### Position Summary:

Reporting to the Finance Department, the incumbent assists management to achieve an efficient operation within the organization through reliable performance in customer service, steno, general accounting duties, receptionist and clerical duties, as well as observing and complying with Municipal policies and ensuring the safety, security and confidentiality of material pertaining to the District of Hope.

Assignments and responsibilities are performed under minimal supervision in accordance with established routine. Performance is subject to review and evaluation by the Director of Finance.

### Responsibilities:

- Manage switchboard and front counter traffic in a calm and courteous manner and provide assistance and information on behalf of the various departments as required.
- Daily collection and processing of the District's letter mail and parcels and e-mail received in the District's general e-mailbox, and transfer verbal, electronic and written messages.
- General receptionist support to all municipal departments as directed.
- General data input and other computer related tasks.
- Create a variety of correspondence/material/forms from copies, rough notes, drafts or by general instruction, varying in degrees of responsibility and complexity.
- Preparation of newspaper advertisements
- Assist management in developing, compiling and applying new and/or improved work methods, practices and techniques.
- General understanding of the functions, methods, rules, procedures and regulations governing Corporate Services, Finance, Planning, Building, Community Development, Public Works and the Fire Department are adhered to, including (but not limited to):
  - ❖ Purchasing as required and directed by Management; prepare purchase orders for signature by supervisor
  - ❖ Track material and equipment inventory, obtain quotations and order supplies as required as per the purchasing policy. Process the receipting of inventory as per orders processed.
  - ❖ Cash receipting, issuing receipts, making change
  - ❖ Data entry of employee timecards
  - ❖ Clerical support for Community Development, Corporate Services, Finance, Planning, Building, Public Works and the Fire Department including the creation of correspondence/material/forms from copies, rough notes, drafts or by general instruction, varying in degrees of responsibility and complexity
  - ❖ Respond to telephone and email enquiries
  - ❖ Update forms and bylaws on web page
  - ❖ Report to a variety of government agencies as required by management
  - ❖ Should have a basic working knowledge for interpreting maps and drawings as they relate to Public Works, Community Development, Planning and Building departments
- Assist with the coordination of Special Events and Filming by taking in applications, monitor status, liaise with public works and applicants, other agencies, as well as notify emergency services as required.

- Maintain a schedule of Contracts and Agreements that are up for renewal, as well as ensuring that contract requirements are met as per management direction.
- Assist with Cemetery Services in the absences of Clerk II and/or Clerk III:
  - ❖ Meet with family, coordinate burial, complete forms and registrations
  - ❖ Update regular scheduling of events as related to cemeteries
  - ❖ Assist with the annual review of fees and charges
- Keep and update log of complaint forms with regular follow-up.
- Provide assistance to research, create, prepare, track and edit paperwork; gather data, compile information, prepare reports and project costing estimates as required for various departments.
- Perform basic accounting functions as directed.
- Assist with year-end audit requirements.
- Perform other related duties as required.

**Required Knowledge, Skills and Abilities:**

- Grade 12 education, augmented with typing and commercial courses or an acceptable combination of training and experience.
- Good knowledge of business English, spelling, grammar, punctuation and able to compose routine correspondence.
- Able to operate a switchboard in a calm and efficient manner.
- Able to type 50 wpm.
- Working knowledge of modern office practices, procedures and general bookkeeping principles. Good knowledge of word processing, spreadsheets, databases and finance software.
- Able to authoritatively process a variety of calls, complaints and inquiries; provide information and polite, courteous and tactful assistance to the public on procedural, regulatory and related matters accurately and completely.
- Able to establish and maintain an effective working relationship with other members of staff and public officials.
- Able to work without direct supervision from time to time and effectively manage time, prioritize and remain flexible while managing a dynamic workload and changing priorities.
- Able to work in a fast paced and multi-tasking public environment, while maintaining a positive demeanor.
- Be in possession of a valid Class 5 BC Driver's License.

**Working Conditions:**

The incumbent will normally work the standard work week for inside employees in accordance with the hours specified and on occasion work overtime as authorized. The incumbent will be a member of CUPE Local 458.