

Clerk Secretary I

Nature and Scope of Work

Reporting to the Chief Administrative Officer (CAO) or designate, and operating with indirect supervision and some independence, the Clerk Secretary I is responsible for providing clerical, receptionist and public service work for the City in accordance with the City's policies, procedures, bylaws, and standards. The Clerk Secretary will also be able to perform the duties of the Accounting Clerk when required.

Illustrative Examples of Work

Without restricting the general nature and scope of work, the following are illustrative examples of work that will be expected of this position.

- Responds to enquiries, requests, and complaints on a wide variety of subjects, including those related to property descriptions and tax notices and certificates; obtains and supplies factual information and/or refers to the appropriate department or official; collects, receives and logs incoming correspondence; refers to appropriate department or official, or drafts replies for approval of the Chief Administrative Officer or Mayor; makes appointments and takes bookings for meeting rooms.
- Answers telephone, transfers calls, and relays messages.
- Prepares City agendas for review, including consolidation of materials, processing cover pages, photocopying and distribution.
- Records and transcribes minutes of Council and Committee meetings and maintains related files.
- Processes and prepares a variety of documents, including but not limited to correspondence, reports, bylaws, permits, forms and advertisements; processes mail; places advertisements in newspapers as directed.
- Types routine reports, summaries, forms, envelopes, correspondence from copy, draft or oral instruction, memorandums and other material as required.
- Receives building permit applications and refers to appropriate officials; receives and processes applications for a variety of other permits and licenses; ensures applications are complete and have received necessary approvals; records, prints and issues business licenses, marriage licenses, and dog licenses.
- Receives and records payments for various licenses and services; makes change and issues receipts; maintains cash float; balances and posts cash receipts; prepares bank deposits.
- Maintains the general filing system and specific files and records including folio and development application files, business license records, contracts, and bylaws; creates and maintains shared electronic files and documents.
- Makes travel and related arrangements for council and members of staff attending conference, conventions and training programs.
- Maintains mailing equipment, photocopier and other office equipment; monitors inventory of stationary and office supplies and places orders to replenish stock.

- Provides back-up support and relief to the Accounting Clerk in a limited role, as required.
- Performs other related duties to the Clerk Secretary I position.

Requirements

Completion of Grade 12 (or equivalent) plus a minimum of one year of related coursework, and one year experience in an office environment.

Knowledge of computer programs and systems required to perform the work.

Knowledge of standard office procedures and protocols.

Ability to prioritize and meet deadlines with quality performance.

Ability to maintain attention to detail and perform arithmetic calculations with speed and accuracy.

Ability to work with some independence.

Ability to work cooperatively and productively in a team environment, showing initiative and drive.

Ability to respond to enquiries from coworkers, elected officials and the general public in a professional, friendly and helpful manner with considerable courtesy, tact and diplomacy.

Ability to communicate effectively orally and in writing.

Ability to type with speed and accuracy and maintain attention to detail.