Town of View Royal

JOB DESCRIPTION

CORPORATE ADMINISTRATION CLERK/RECEPTIONIST – AUXILIARY

Reports to: Director of Corporate Administration (DCA)
General Summary:

This position involves clerical work performed by the Corporate Administration Department in support of the local government and its departments. Under the general supervision of the Director of Corporate Administration (DCA), the incumbent performs the duties and responsibilities outlined below and exercises considerable independent judgment, initiative, tact, courtesy and diplomacy in completing assignments and dealing with the public, staff, and elected officials.

This position requires an efficient, highly organized individual with excellent interpersonal, written and verbal communication and computer skills. In addition, the individual must be flexible and have the ability to manage multiple projects and deadlines in a busy environment.

Duties and Responsibilities:

1. Performs the duties related to the telephone switchboard and front counter, including but not limited to, receiving and redirecting incoming telephone calls, mail (including bulk mailouts), front counter inquiries, etc.; opening and closing procedures; and answering public inquiries of a general nature, including those that refer to operations, bylaws, development, taxation, homeowner grants, billings, and administration, with the understanding that complex inquiries will be directed to the appropriate staff member.

2. Provides clerical support to the Administration Department as required and to other departments as requested. Support may include data entry and research/composition (as described below); coordinating building application referrals; filing; photocopying; arranging for courier service; and equipment pickup and repairs.

3. Receives payments and issues receipts at the front counter (e.g., property taxes, sewer invoices, dog and business licenses, land development, secondary suite and building permits), assists with or completes daily cash balancing. Performs minor accounting responsibilities as required.

4. Researches, prepares and/or composes correspondence, reports, policies, and memoranda as required.

5. Collects and files Administration documents in accordance with the municipality's records management system, as required; periodically files for other departments (time permitting and when other departments are unable to maintain their own filing requirements independently) in accordance with the municipality's records management system, as requested; and, as departmental representative for records management, assists in the maintenance of the municipality's records management system and file plan.

6. The Town newsletter including submission call, edits, and arrangements for printing and distribution.

7. In the absence of the Development Services and Licensing Clerk, performs the duties of that position as assigned.

8. Prepares and maintains an inventory of office stationery and supplies, replenishing regularly and as needed. Regularly tidies and maintains the front counter area and copy/supply room for appearance and functionality.

9. Operates office equipment, including but not limited to, a networked computer, printers, adding machine, facsimile machine, binding machines, photocopiers, telephone systems, etc.

10. Assists the Director of Corporate Administration as required.

Knowledge, Skills, and Abilities:

1. Sound knowledge of modern office practices and procedures including office administration and reception.

2. Ability to key at least 50 words per minute.

3. Excellent verbal and written communication skills.

4. Ability to format and compose business letters, reports, memoranda, etc., with considerable experience in Microsoft 365 applications including Teams, Outlook, Word, Excel, SharePoint, PowerPoint, and website management software.

5. Knowledge of and experience with cash receipting and point of sale software, and related programs. Experience with Vadim's iCity financial software is preferred.

6. Excellent interpersonal and communication skills and the ability to deal courteously and effectively with elected officials, a wide variety of internal customers, members of the community and other government agencies.

7. Ability to work under pressure and independently.

8. Aptitude for working with numbers, arithmetic calculations with a high attention to detail.

9. Ability to prioritize workloads with competing interests, and able to adapt readily to rapidly changing demands and circumstances.

10. Excellent organizational skills and an ambitious attitude.

Qualifications:

1. Completion of Grade 12 or equivalent; supplemented with courses in keying, word processing, office administration, records and information management, and computer operation and applications.

2. Minimum two years office administration experience preferred, preferably in a local government setting.

3. Sound knowledge of modern office practices and procedures.

This job description is only a summary of the typical functions of the position and is not an exhaustive or comprehensive list of all possible responsibilities, tasks, and duties. The responsibilities, tasks, and duties of the jobholder might differ from those outlined in this job description, and other duties may be required as assigned.