



JOB DESCRIPTION

Job Title: General Support Clerk/Receptionist
Direct Supervisor: Director of Corporate Services
Hours: Full-time (as per CUPE Agreement)
File Reference: 07-2560-02

Affiliation: CUPE 374
Salary: \$26.01 (2017 Rate)
Date Approved: Dec 2016

Position Summary

Reporting to the Director of Corporate Services the General Support Clerk/Receptionist provides clerical support to all departments as needed in providing assistance in support of day-to-day departmental business process needs, including filing, mass mailouts, cash receipting, and data entry. The General Support Clerk/Receptionist requires excellent customer service skills and the ability to interact courteously and tactfully with the public and co-workers; and the ability to focus on work and complete a variety of tasks in a busy environment with many interruptions and distractions.

Nature & Scope of Work

1. Greets the public, answers public inquiries via in person or on the phone and directs to appropriate staff.
2. Receives, records and distributes incoming mail, fax transmissions and couriers.
3. Maintains the front counter area and office equipment (photocopiers).
4. Monitors office supplies and equipment inventory and orders as necessary.
5. Performs daily open and close office routines, including cash in and out.
6. Processes payments and provides receipts (eg. property tax, permits, business licenses).
7. Processes applications (eg. Home Owner Grant, tax deferment).
8. Provides general office clerical support as directed, including but not limited to word processing, data entry, photocopying, scanning, emailing, and filing.
9. Creates, updates, and maintains the paper and electronic central filing systems of the District according to accepted District documents and records management practices.
10. Manages all stages of the business licensing program including processing applications, establishing and maintaining accounts, preparing licenses and invoices, and processing payment.
11. Acts as a District of Sooke point of contact and coordinates bookings of the conference rooms at the Prestige Oceanfront Resort.
12. Provides support for other departments for day-to-day business process needs as required.
13. Performs other related work as required.

Knowledge, Abilities, & Skill Requirements

1. Ability to function efficiently with limited direction, to establish and successfully serve the public on a continuing basis.
2. Ability to maintain confidentiality of matters as required.
3. Ability to provide information to the public in a courteous, helpful and tactful manner.
4. Ability to handle a multi-line phone system and handle multiple incoming calls.
5. Ability to work well under pressure, to a deadline with many interruptions and distractions.
6. Thorough knowledge of business English, spelling, and language.

7. Thorough familiarity and proficiency with Microsoft Office.
8. Working knowledge of adopted District document management practices.
9. Working knowledge of the operations and functions of other District departments.
10. Working knowledge of related municipal legislation, i.e. *Local Government Act, Community Charter*.
11. Strong written and verbal communication skills.
12. Ability to effectively read and interpret information, present numerical data in a resourceful manner, and skillfully gather and analyze information.
13. Excellent organizational skills.
14. Demonstrate proficiency in the core competencies of:
 - a) Adaptability: Willingness to be flexible in a changing environment
 - b) Relationship Building: Establishes and maintains respectful and cooperative working relationships
 - c) Effective Communication: Communicates effectively with others
 - d) Problem Solving: Recognizes and acts to resolve problems
 - e) Organization: Organizes work so that others will understand it, in order to achieve District goals
 - f) Customer Focus: Provides excellent service to both internal and external customers

Training & Experience Requirements

1. Completion of Grade 12 or recognized equivalent, supplemented one (1) year post-secondary courses in office administration and/or business courses.
2. Minimum two (2) years office experience (municipal experience would be considered an asset).

The previous statements reflect the general duties considered necessary to describe the principle functions of the job identified and shall not be construed as a detailed description of all work requirements that are inherent in the job.

APPROVED BY:

Teresa Sullivan
Chief Administrative Officer

Date