



JOB DESCRIPTION

Job Title: General Support Clerk
Reports To: Deputy Director of Financial Services
Pay Grade: 2

Affiliation: CUPE Local 374
Hours per Week: 35
Approval Date: Nov 4, 2021

Position Summary

Reporting to the Deputy Director of Financial Services, the General Support Clerk provides clerical support to the assigned department in providing assistance in support of day-to-day departmental business process needs, including but not limited to filing, mailouts, cash receipting, and data entry.

The General Support Clerk 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.

This position also serves other departments as needed in providing assistance in support of day-to-day departmental business process needs, including serving as reception at any public facing counter as required.

Nature and Scope of Work

1. Acts as a District of Sooke point of contact, greets the public, answers public inquiries in person or on the phone and directs to appropriate employee.
2. Receives, records, and distributes incoming mail, and prepares outgoing mail.
3. Maintains the front counter area and office equipment such as photocopiers and replenishes supplies.
4. Monitors office supplies and equipment inventory and orders as necessary.
5. Performs daily office open and close routines, including cash in and out.
6. Processes payments and provides receipts.
7. Receives and reviews applications for completeness, and processes applications and payments.
8. Receives and processes property information requests, as required.
9. Prepares business licence renewal and reminder notices for outgoing mail.
10. Provides general office clerical support as directed, including but not limited to word processing, data entry, photocopying, scanning, emailing, and filing.
11. Updates forms, formats, proofreads, composes, and edits departmental correspondence, ensuring all are grammatically correct and complies with District templates, and collaborates with departments to produce public information material as needed.
12. Creates, updates, and maintains the paper and electronic central filing systems according to accepted District documents and records management practices, and prepares assigned departmental files for retention.
13. Books building inspections and enters Calls For Service ("CFS"), as required.
14. Acts as recording secretary for various meetings, including preparing agendas, attending meetings, recording minutes, and other duties as required.
15. Performs clerical support to the assigned department.
16. Provides support for other departments for day-to-day business process needs as required, including serving as reception at any public facing counter as required.
17. Performs other related work as required.

Knowledge, Skills, and Abilities Requirements

1. Ability to function efficiently with limited direction, to establish and maintain effective working relationships with municipal officials and other employees, and to meet and successfully serve the public on a continuing basis.
2. Ability to maintain confidentiality of matters at all times.
3. Ability to effectively organize and work well under pressure and to a deadline.
4. Ability to effectively read and interpret information, present numerical data in a resourceful manner, and skillfully gather and analyze information.
5. Thorough knowledge of business English.
6. Thorough familiarity and proficiency with Microsoft Office Online, records management application, and land management application, and the ability to learn other software systems as required.
7. Working knowledge of adopted District document management practices.
8. Working knowledge of the operations and functions of other District departments.
9. Working knowledge of related municipal legislation, including *Local Government Act ("LGA")*, *Community Charter*, and *Freedom of Information and Protection of Privacy Act ("FOIPPA")*.
10. Ability to adapt and learn new ideas, principles, and concepts in an ever-changing local government environment.
11. Strong interpersonal skills and written and verbal communication skills.
12. Excellent organizational and time management skills.
13. Excellent team building skills.

Training and Experience Requirements

1. A completion of Grade 12 or recognized equivalent, supplemented with post-secondary courses in office or business administration.
2. A minimum of two (2) years' related experience in a local government environment.
3. A satisfactory Police Information Check.

The previous statements reflect the general duties considered necessary to describe the principal 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:

Raechel Gray
Director of Financial Services

Date

Norm McInnis
Chief Administrative Officer

Date