



JOB DESCRIPTION

Job Title:	General Support Clerk	Affiliation:	CUPE Local 374
Supervisor:	Deputy Director of Financial Services	Hours:	35 hours per week
Status:	Full Time Permanent	Salary:	\$32.88
Position #:	3007	Competition #:	2024-013

Position Summary

Reporting to the Deputy Director of Financial Services, the General Support Clerk provides clerical support to the assigned department in helping 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 aiding 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

- Serve as the District of Sooke's main point of contact; greet and assist the public in person and over the phone, directing inquiries to the appropriate employee.
- Handle incoming and outgoing mail, recording, and distribution.
- Maintain the front counter area, office equipment including photocopiers, and replenish supplies.
- Monitor and manage office supplies and equipment inventory; order as needed.
- Perform daily office opening and closing routines, including managing cash transactions.
- Process payments, issue receipts, and review and process applications for completeness.
- Manage property information requests and prepare business license renewal and reminder notices.
- Provide general office clerical support such as word processing, data entry, photocopying, scanning, emailing, and filing.
- Update, format, proofread, compose, and edit departmental correspondence to ensure grammatical accuracy and compliance with District templates; collaborate with departments on public information material.
- Establish and maintain paper and electronic central filing systems following District records management practices; prepare departmental files for retention.
- Coordinate building inspections, enter Calls For Service ("CFS"), and act as recording secretary for various meetings, including agenda preparation, attendance, and minute-taking.
- Provide clerical support to the assigned department and offer assistance to other departments for day-to-day business processes, including serving as reception at public-facing counters when required.
- Perform other related duties as required.

Knowledge, Skills, and Abilities Requirements

- Ability to function efficiently with limited direction, establish and maintain effective working relationships with municipal officials and employees, and consistently serve the public effectively.
- Maintain confidentiality of matters at all times.
- Organizational skills to work well under pressure and meet deadlines.

- Effective reading and interpretation skills, ability to present numerical data resourcefully, and proficient in gathering and analyzing information.
- Proficiency in Microsoft Office Online, records management, and land management applications; willingness to learn other software systems as required.
- Familiarity with the operations and functions of other District departments and working knowledge of adopted District document management practices.
- Knowledge of related municipal legislation, including the Local Government Act (“LGA”), Community Charter, and Freedom of Information and Protection of Privacy Act (“FOIPPA”).
- Adaptability and ability to learn new ideas, principles, and concepts in a dynamic local government environment.
- Strong interpersonal, written, and verbal communication skills.
- Excellent organizational, time management, and team-building skills.

Training and Experience Requirements

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

Competencies

- **Adaptability:** Willingness to be flexible in a changing environment.
- **Relationship Building:** Establishes and maintains respectful and cooperative working relationships.
- **Effective Communication:** Communicates effectively with others.
- **Problem Solving:** Recognizes and acts to resolve problems.
- **Organization:** Organizes work so that others will understand it, to achieve District goals.
- **Customer Focus:** Provides excellent service to both internal and external customers.