



CITY OF COLWOOD JOB POSTING

POSTING ID #:	COC20251223_FCSC
POSITION TITLE:	FRONT COUNTER SUPPORT CLERK
DEPARTMENT:	CORPORATE SERVICES
POSITION TYPE:	REGULAR FULL-TIME UNION POSITION
POSTING TYPE:	INTERNAL/EXTERNAL
SALARY:	Pay Grade 3 - \$33.37/hr (2024 rate)
HOURS OF WORK:	Monday – Friday between 8am – 5pm
BENEFITS:	A comprehensive benefits package per the Terms of the Collective Agreement

The City of Colwood, on the traditional territory of the Songhees and Kosapsum Nations, is a spectacular seaside community set apart by its outstanding natural setting and exceptional quality of life for people of all ages and abilities. Preserving connections to nature and protecting our natural environment while supporting the prosperity of residents and businesses are priorities for the City. Just 25 minutes from downtown Victoria on the West Shore and home to roughly 22,000 residents, the City of Colwood is a great community and organization to be a part of.

Reporting to the Manager of Corporate Services or designate; under the functional supervision of the Deputy Corporate Officer, the Front Counter Support Clerk works collaboratively with the Corporate Services Department as part of a team striving to provide exceptional customer service and support to City stakeholders, residents, and internal staff.

The Front Counter Support Clerk is the first point of contact for the City and requires excellent customer service skills, ability to interact courteously, professionally, and tactfully with the public and co-workers; focus on work and complete a variety of tasks in a busy environment with many interruptions and distractions.

As a member of the City of Colwood team and workplace community, you will be responsible for adhering to all workplace policies and work procedures, and for demonstrating personal leadership and commitment to ethical and respectful conduct and contributing to the physical and psychological safety of the work environment.





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MINIMUM TRAINING AND EXPERIENCE REQUIRED

The primary responsibility of this position is providing internal and external customer support services including but not limited to greeting the public, responding to a wide range of inquiries, managing the main switchboard, processing payments, cashier duties and cash balancing, receiving applications for permits and licenses, maintaining the City's document and records management system, and other duties as directed.

- Completion of Grade 12, or equivalent.
- Minimum of one-year experience in a demanding multi-tasking office environment providing customer service and clerical support (preferably a municipal government office).
- Cashiering experience (accurate processing of large volumes of cash/electronic payments – credit/debit) and the ability to balance cash.
- Experience with property taxation is an asset.

**An equivalent combination of training and experience may be considered.*

A complete job description is available at www.colwood.ca/careers

Using the subject line **POSTING ID# COC20251223_FCSC**, please submit your resume and cover letter describing how you meet the position requirements, in confidence, to the **Manager of Corporate Services**, at careers@colwood.ca.

This posting closes at 4:30pm on Friday, January 9, 2026.

The City of Colwood is committed to employment equity and fostering inclusivity within our workplace.

We value diversity and are always seeking applications from individuals to enrich the diversity of our team to represent the community we serve.

