



## **CITY OF COLWOOD**

### **JOB DESCRIPTION**

**TITLE:** FRONT COUNTER SUPPORT CLERK  
**DEPARTMENT:** CORPORATE SERVICES  
**POSITION TYPE:** FULL TIME UNION POSITION  
**PAY GRADE:** PAY GRADE 3  
**LAST UPDATED:** APRIL 1, 2021

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#### **NATURE AND SCOPE OF WORK**

Reporting to the Manager of Corporate Services or designate; under the functional supervision of the Coordinator of Corporate Services, 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.

#### **TYPICAL DUTIES AND RESPONSIBILITIES**

- Greets the public and responds to a wide range of enquiries by telephone, fax, and email.
- Manages switchboard, handling calls and complaints by providing information routine in nature or referring to appropriate work areas, officials, or other agencies.
- Receives and enters service requests and online public feedback, providing response and/or directing to appropriate staff.
- Receives, records, and distributes incoming mail (physical and electronic), faxes and prepares outgoing mail.
- Performs daily open and close office routines, including opening and closing City Hall.
- Provides daily cash balancing and safeguards the cash float.
- Receives payments for licenses, permits and property taxes.
- Maintains the front counter area; monitors, maintains and orders office supplies and equipment.
- Maintains relevant procedural manuals, contact information, forms, pamphlets, and frequently requested information.
- Assists other departments coordinating the application process for all types of municipal permits and licenses; ensures applications are completed within departmental requirements.



- Assist with processing and issuance of Business Licences.
- Assists with property rentals, including providing rental information, processing rental payments, and issuing keys.
- Monitors the City's website to ensure information is current and relevant.
- Provide general office clerical office as directed, including but not limited to word processing, data entry, photocopying, scanning, emailing, and filing.
- Creates, updates, and maintains the paper and electronic central filing systems according to the City's document and records management practices.
- Supports City meetings, including meeting and agenda preparation, and taking meeting minutes if required.
- Provides assistance, support and coverage to other departments as needed.
- Performs other related duties as directed.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to function efficiently with minimal direction to establish and maintain effective working relationships with municipal officials and other employees, to meet and successfully serve the public on a continuing basis.
- Ability to maintain the confidentiality of matters as required.
- Ability to work well under pressure and to a deadline with attention to detail and manage competing priorities.
- Thorough knowledge of business English, spelling and punctuation.
- Familiarity and proficiency with Microsoft Office and iCompass.
- Working knowledge of records management practices.
- Strong written and verbal communication skills.
- Ability to effectively read and interpret information, maintain accurate records, and document data for corporate records.
- Excellent organizational skills.
- Demonstrate proficiency in the core competencies of:
  - 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 the work so that others will understand it to achieve the City's goals.
  - Customer Focus: Provides excellent service to both internal and external customers.

### **MINIMUM TRAINING AND EXPERIENCE REQUIRED**

- 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.