



CITY OF COLWOOD JOB POSTING

POSTING ID #:	COC20210412_FCSC
POSITION TITLE:	FRONT COUNTER SUPPORT CLERK (under review)
DEPARTMENT:	CORPORATE SERVICES
POSITION TYPE:	FULL TIME UNION POSITION
POSTING TYPE:	INTERNAL/EXTERNAL
SALARY:	Pay Grade 3 - \$29.91/hr (2021 rate)
HOURS OF WORK:	35 hours per week, Monday – Friday between the hours of 8am – 5pm
BENEFITS:	A comprehensive benefits plan as per the terms of the Collective Agreement

The City of Colwood is home to more than 17,000 residents and is located 25 minutes from downtown Victoria. Corporate Services is responsible for a wide range of responsibilities in leading a modern Corporate Services department providing services to internal and external stakeholders. The City of Colwood has an opportunity for a **Front Counter Support Clerk** in the Corporate Services Department. This is a UNION position with CUPE Local 374.

Reporting to the Director of Corporate Services or designate; under the functional supervision of the Interim 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. This position 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.

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.

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

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

Using the subject line **POSTING ID# COC20210412_FCSC**, please submit your resume and cover letter, in confidence, to **Amanda Irving, Interim Deputy Corporate Officer**, at careers@colwood.ca.

Applications will be accepted until 4:30pm on Thursday, April 22, 2021.