



CITY OF COLWOOD

JOB DESCRIPTION

TITLE: FRONT COUNTER SUPPORT CLERK (position under review)
DEPARTMENT: FINANCE
POSITION TYPE: UNION POSITION
PAY GRADE: PAY GRADE 3
LAST UPDATED: SEPTEMBER 2020

NATURE AND SCOPE OF WORK

Reporting to the Manager of Finance, the Front Counter Support Clerk will provide exceptional support services to City stakeholders and residents, as well as internal staff. The primary responsibility of this position is providing customer and administrative support services, including: greeting the public; responding to in person, telephone, or written inquiries from the public; managing the main switchboard; cashier duties and cash reconciliation; processing property tax forms and payments; processing building permit applications and payments; filing, scanning and other administrative duties as required; processing accounts payable and accounts receivable transactions; meeting agenda preparation and minute taking and working collaboratively as part of a team striving to provide exceptional support to all City departments.

TYPICAL DUTIES AND RESPONSIBILITIES

- 1) Performs customer service duties including but not limited to:
 - a) Opens and closes City Hall.
 - b) Greets members of the public at the reception counter, assisting whenever possible and engaging other staff when additional assistance is required.
 - c) Manages a busy switchboard, provides information routine in nature, and direct calls to other staff as appropriate.
 - d) Operates cash register, debit and credit machines; process payments for property taxes, building and other permits, licenses and other City business; issue cash receipts; balance cash daily; and physical retrieval/storage and safeguarding of cash float.
 - e) Processes property tax forms and payments. Responds to routine property tax inquiries.
 - f) Assists with intake of various permit applications, including building permitting.
 - g) Maintain tidiness and cleanliness of the front counter area to ensure professional appearance to public.
 - h) Monitors the City's website to ensure information is current and relevant.
 - i) Proactive in providing feedback to improve customer experience and efficiency at front counter.



- 2) Performs administrative support duties including but not limited to:
 - a) Manages incoming and outgoing mail and courier.
 - b) Manages the public feedback email address info@colwood.ca, and provides response or re-distributes to the appropriate staff for response.
 - c) Assist with records management practices, ensuring that the City's records management process is followed. Assistance includes applying for file numbers, scanning and saving documents and physical filing of records.
 - d) Assists with city permit intake and processing (e.g. special event permits).
 - e) Administers building permit intake and processing, including records management of civic files.
 - f) Assist with issuance of City Business Licences.
 - g) Supports City meetings, including meeting and agenda preparation, and taking meeting minutes.
 - h) Orders and maintains all office supplies pursuing the City's objective of cost-effective municipal government. Orders recycling blue boxes and blue bags for the public.
- 3) Performs clerical accounting duties including but not limited to:
 - a) Review and processing of AP invoices, ensuring authorized payment approvals are in place for timely payment. Respond to inquiries regarding the timing of outgoing payments.
 - b) Review and processing of City invoice issuance. Inquire with customers on the status of outstanding invoices.
- 4) Assists with property rentals, including providing rental information, processing rental payments and monitoring key issuance and returns.
- 5) Provides administrative & event planning support to the Corporate Communications Manager as required.
- 6) Performs other related duties as directed.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

1. Completion of Grade 12, or equivalent.
2. Minimum one year of directly related experience performed in an office environment (preferably in a municipal government office) where dealing with the public in person and on the phone was a significant part of the job.
3. Cashiering experience (accurate processing of large volumes of cash/electronic payments (credit/debit) and the ability to balance cash.
4. Minute taking experience an asset.
5. Financial accounting education and/or training an asset.
6. Valid Class 5 Driver's Licence



REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- 1) Excellent customer services skills, in person and on the phone.
- 2) Experience operating a busy switchboard.
- 3) Ability to function efficiently and effectively with City staff and elected officials, and to meet and successfully serve the public on a continuing basis.
- 4) Ability to learn assigned clerical tasks within a reasonable time-period and perform assignments in accordance with prescribed work methods and procedures.
- 5) Ability to maintain the confidentiality of matters as required.
- 6) Ability to work well under pressure and to complete work in a timely manner.
- 7) Thorough knowledge of business English, spelling and punctuation.
- 8) Thorough familiarity with modern office productivity software.
- 9) Preference given to those with experience with GP Dynamics software.
- 10) Demonstrated proficiency in the core competencies of:
 - a) Adaptability: Willingness to be flexible in a changing environment.
 - b) Relationship Building: Establishes and maintains respectful and cooperative working relationships.
 - c) Effective Communication: Communicates effectively with others.
 - d) Problem Solving: Recognizes and acts to resolve problems.
 - e) Organization: Organizes the work so that others will understand it and will be able to achieve the City's goals.
 - f) Customer Focus: Provides excellent service to both internal and external customers.