**CITY OF COLWOOD**

**JOB DESCRIPTION**

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| **TITLE:** | **FRONT COUNTER SUPPORT CLERK (Job description under review)** |
| **DEPARTMENT:** | **FINANCE** |
| **POSITION TYPE:** | **UNION POSITION** |
| **PAY GRADE:** | **PAY GRADE 3, $28.17/hr (2018 rate)** |
| **LAST UPDATED:** | **OCTOBER 2018** |

## NATURE AND SCOPE OF WORK

Reporting to the Deputy Director of Finance, and under the supervision of the Senior Accountant, 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 front counter support services in the reception area of City Hall, 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, including home owner grants and deferment applications; processing building permit applications and payments; filing, scanning and other administrative duties as required; and working collaboratively as part of a team striving to provide exceptional support to all departments.

## TYPICAL DUTIES AND RESPONSIBILITIES

1) Performs Front Counter 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 including property rental fees, commercial vehicle decals, dog licences and fees and charges collected under the City's Miscellaneous Fees & Charges Bylaw; issue cash receipts; balance cash daily; and physical retrieval/storage and safeguarding of cash float.
   e) Processes property tax forms and payments, including home owner grants and other related documents and duties.
   f) Assists with intake of development or building permit applications.
   g) Assists with intake of business licence applications.
   h) Assists with the intake of special event permit applications.
   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 mail and courier log-in process, ensuring a record is made of correspondence received. Ensures quick distribution all mail and couriers received to appropriate department.
   b) Manages the public feedback email address [info@colwood.ca](mailto:info@colwood.ca), and provides response or re-distributes to the appropriate staff for response.
   c) Arrange courier pickups and ensure City mail is properly prepared and ready for pick-up by Canada Post.
   d) 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.
   e) Ensures sufficient supply of commonly requested forms and bylaws are available for staff and public at all times. Ensure correct fees and charges, if applicable, are collected for printed documents provided to the public.
   f) Maintain tidiness and cleanliness of the front counter area to ensure professional appearance to public.
   g) 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.
   h) Monitors the City's website to ensure information is current and relevant.

3) Assists Corporate Services with property rentals, including providing rental information, processing rental payments and monitoring key issuance and returns.

4) Provides administrative & event planning support to the Corporate Communications Manager as required.

5) 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. Financial accounting education and/or training an asset.
5. 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.

APPROVED:

INCUMBENT: _____  DATE: _____

CHIEF ADMINISTRATIVE
OFFICER _____  DATE: _____