



## **JOB DESCRIPTION**

**Date Prepared:** August 18, 2010  
**Supersedes:** N/A  
**Job Title:** Clerk Typist Firehall  
**Reports to:** Fire Chief

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### **Position Summary:**

Perform a variety of administrative, clerical, record keeping and reception functions in the Fire Department.

### **Key Job Duties**

#### **Program Development and Implementation**

- Administrative /Clerical/Reception

#### **Operations- Administration/Working Function**

- Perform administration and clerical functions such as type letters, create and maintain files, compose letters, prepare/distribute, agendas for emergency response committees, follow up on action items, prepare report on committee minutes, spreadsheets for call outs and practices, maintain logs for truck maintenance, loans for equipment, ordering supplies, courier services, open/sort/distribute mail, arrange office equipment repairs
- Provide radio dispatch functions during emergencies, respond to requirements of emergency crew members providing information and supplies, maintain radio communication with dispatch centre and emergency crews
- Maintain and update manuals for Operating Guidelines, First Responder, Fire Training Centre, Town of Smithers Resource List, Town of Smithers Emergency Plan
- Respond to enquiries on fire department regulations regarding fire prevention, inspections, handle related problems and complaints, arrange for inspections and required follow up/recall
- Perform records management for: Fire Department, Volunteer Firefighters Personnel Files, Bylaws/Government Information, Building Files, update and maintain fire base system
- Compile information, prepare public education programs and events such as talks to Schools, Community Groups, recreation center, arrange Fire Department tours, book fire training courses, provide information to media

#### **Customer Service/Communications**

- Provide high levels of customer service to the public in handling a variety of Fire Department enquiries

#### **Risk Management Health and Safety**

- Providing correct information to the public regarding Fire Department regulations and practices, maintaining proper communications with emergency crews and dispatch centre
- Compile information for public education program
- Practice effective risk management, health and safety practices and procedures, observing and reporting work site hazards

**Leadership and Supervisory**

- Participate as a team member ensuring high performance and service in the Fire Department

**Financial**

- n/a

**Qualifications:**

- Education:
  - High School Graduation
- Certification:
  - N/A
- Safety Certification and Other Licenses:
  - N/A
- Desirable Certification and Training:
  - N/A
- Experience:
  - 2 years of administrative experience or an equivalent combination of education, training and experience

**Skills:**

- Develop and maintain effective workplace relationships
- Demonstrate Tact & Diplomacy
- Plan and organize daily work
- Make effective decisions
- Skill, ability, knowledge of all functions detailed in the job description

**Job Provisos:**

- Maintain up to date knowledge of the Town's computerized systems, administrative systems and office technology
- May be required to perform additional related duties as assigned by supervisor

**SIGNATURE:**

  
\_\_\_\_\_  
Chief Administrative Officer



## **JOB DESCRIPTION**

**Date Prepared:** July 24, 2010  
**Supersedes:** N/A  
**Job Title:** Clerk Typist Reception  
**Reports to:** Director of Corporate Services

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### **Position Summary:**

Perform reception and clerical administrative functions.

### **Key Job Duties**

#### **Program Development and Implementation**

- Reception
- Administration
- Receiving payments

#### **Operations- Administration/Working Function**

- Perform a variety of reception functions such as: opening/closing of the front office, respond to and forward inquires, receive payment for property tax, utility, business license, dog license / impounds, parking fines, garbage cans, room bookings, accounts receivable, contract fees, building licenses, recreation registration, development services fees, surplus equipment sales, composters, check drop box, open/close vault/safe, cash balance, deposit and reports
- Maintain and update client's family information within the Recreation computer system, register client's family members in Recreation programs, take payment and provide forms/ waivers and receipts for recreation programs
- Process outgoing mail, maintain postage machine, order postage
- Perform administrative support such as updating legislation manuals, BC statutes, request for service forms, reserve meeting rooms and take deposits for key FOBS, provide courier services, type documents and letters
- Provide information and various forms to the public for Town services

#### **Customer Service/Communications**

- Provide high levels of customer service as first contact to members of the public
- Respond to enquiries, and provide assistance and support in a variety of reception functions

#### **Risk Management Health and Safety**

- Practice effective risk management, health and safety practices and procedures. Use due diligence in the handling of money and giving and receiving change.

#### **Leadership and Supervisory**

- Participate as a Team Member ensuring high performance and service in the provision of effective service in Municipal Hall reception.

#### **Financial**

- N/A

**Qualifications:**

- Education:
  - High School Graduation
- Certification:
  - N/A
- Safety Certification & Other Licenses:
  - N/A
- Desirable Certification & Training:
  - N/A
- Experience:
  - 2 years reception, administrative and clerical or an equivalent combination of education, training and experience

**Skills:**

- Develop and maintain effective workplace relationships
- Demonstrate Tact & Diplomacy
- Plan and organize daily work
- Make effective decisions
- Skill, ability, knowledge of all functions detailed in the job description

**Job Provisos:**

- Maintain up to date knowledge of the Town's computerized systems, administrative systems and office technology
- May be required to perform additional related duties as assigned by supervisor

**SIGNATURE:**

  
\_\_\_\_\_  
Chief Administrative Officer



## JOB DESCRIPTION

**Date Prepared:** August 23, 2010  
**Supersedes:** N/A  
**Job Title:** Clerk Typist Works and Operations  
**Reports to:** Director of Works and Operations

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### Position Summary:

Performs a variety of administrative and clerical functions for the Works and Operations Department.

### Key Job Duties

#### **Program Development and Implementation**

- Administrative Support
- Customer Service / Reception
- Records Management
- Safety Management System Support

#### **Operations- Administration/Working Function**

- Provide administrative and clerical support such as: preparation and circulation of agendas, minutes for Health and Safety committee and Operations staff meetings; follow-up action items, research and obtain information, track Operations records and files including Safety training requirements, contact training providers to arrange training sessions; type letters, reports, memorandums and requests for quotes and tenders, order office and safety supplies, acquire vehicle permits from Ministry of Transport
- Maintain records management systems such as: alpha-numeric file system, a bring-forward file system, databases, employee training records, garbage cart inventory and equipment and fleet lists and records, contracts, leases and agreements
- Provide reception, information and respond to enquiries and requests for services from community, contractors and other Municipal agencies and staff; prepare and submit Works and Operations media public notices including notification of water shut offs, turbidity, road closures, paving, project construction dates, snow removal, water and sewer flushing, garbage schedules; resolve complaints or forward to appropriate contact; communicate and liaise with work crews and management

#### **Customer Service/Communications**

- Provide high levels of customer service and a variety of information to the community, contractors, other municipal agencies and staff

#### **Risk Management Health and Safety**

- Practice effective risk management, health and safety practices and procedures, observing and reporting work site hazards

#### **Leadership and Supervisory**

- Participate as a Team Member ensuring high performance and service in the provision of effective administration and clerical support for the Works and Operations Department

#### **Financial**

- N/A

**Qualifications:**

- Education:
  - High School Graduation
- Certification:
  - N/A
- Safety Certification and Other Licenses:
  - Occupational First Aid Level 1, WHMIS
- Desirable Certification and Training:
  - N/A
- Experience:
  - 2 years office administration experience or an equivalent combination of education, training and experience

**Skills:**

- Develop and maintain effective workplace relationships
- Demonstrate Tact & Diplomacy
- Plan and organize daily work
- Make effective decisions
- Skill, ability, knowledge of all functions detailed in the job description

**Job Provisos:**

- Maintain up to date knowledge of the Town's computerized systems, administrative systems and office technology
- May be required to perform additional related duties as assigned by supervisor

**SIGNATURE:**

  
\_\_\_\_\_  
Chief Administrative Officer



## **JOB DESCRIPTION**

**Date Prepared:** November 26, 2014  
**Supersedes:** N/A  
**Job Title:** Clerk Typist Airport  
**Reports to:** Airport Manager

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### **Position Summary:**

Provide a variety of administrative, reception and clerical functions.

**Positions Supervised:** n/a

### **Key Job Duties**

#### **Program Development and Implementation**

- Administrative/Clerical/Reception

#### **Operations- Administration/Working Function**

- Perform a variety of reception and clerical support functions such as: type letters, memos and reports; maintain filing system and records; data entry for airport data bases and software; set up and arrange meetings, assist with agenda preparation and minutes; order office supplies; arrange service and repairs of office equipment; maintain parking meter; confirm data for parking infractions; coordinate artwork display with local artists; maintaining airport operations manuals; maintain airport key system, parking passes and licenses; issue licenses for aircraft parking and business advertising; ..
- Provide reception, information and respond to enquiries, complaints and requests from tenants, community, contractors and other agencies or refer to the appropriate party..
- Receive and process payments for fees and charges such as vehicle and aircraft parking or other airport related licenses; maintain petty cash; check records for fuel purchases; car rental receipts.

#### **Customer Service/Communications**

- Perform high levels of customer service to Airport tenants and users

#### **Risk Management Health and Safety**

- Practice effective risk management, health and safety practices and procedures, observing and reporting work site hazards
- Ensure emergency and risk management procedure binders are updated
- Assist in emergency fire drills by organizing dates and advising tenants, employees and contractors
- Assist with Transport Canada safety and security inspections by providing documents, answering enquiries on previous inspections

#### **Leadership and Supervisory**

- Participate as a team member ensuring high performance and service in the Airport

#### **Financial**

- N/A

**Qualifications:**

- Education:
  - High School Graduation
- Certification:
  - Valid Class 5 Drivers License
- Safety Certification and Other Licenses:
  - N/A
- Desirable Certification and Training:
  - Airside Vehicle Operators Permit
- Experience:
  - 2 years experience in office administration or an equivalent combination of education, training and experience


**Skills:**

- Develop and maintain effective workplace relationships
- Demonstrate Tact & Diplomacy
- Plan and organize daily work
- Make effective decisions
- Skill, ability, knowledge of all functions detailed in the job description

**Job Provisos:**

- Maintain up to date knowledge of the Town's computerized systems, administrative systems and office technology
- May be required to perform additional related duties as assigned by supervisor

**SIGNATURE:**

  
\_\_\_\_\_  
Chief Administrative Officer





## **JOB DESCRIPTION**

**Date Prepared:** September 2, 2010  
**Supersedes:** N/A  
**Job Title:** Development Services Clerk I  
**Reports to:** Director of Development Services

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### **Position Summary:**

Perform a variety of administrative, clerical, record keeping and reception functions for the Development Services Department and Town Reception area

**Positions Supervised:** n/a

### **Key Job Duties**

#### **Program Development and Implementation**

- Administration and clerical
- Reception

#### **Operations- Administration/Working Function**

- Provide information, respond to enquiries, receive payments and securities, ensure accurate information on applications for building permits, business Licenses, subdivision, rezoning, Official Community Plan, development permit and development variance permit applications, sign permits, highway use permits, highway license of occupation agreements, cemetery requests, water, sewer and storm service hook ups, wood stove change-out program; liaises with Land Title and Authority, BC Assessment and Home Owner Protection office, Ministry of Health to obtain and check information regarding permits and licenses, make registrations as required
- Provide administrative and clerical support such as: prepare and type correspondence, gather and formulate information, Town contracts, bids and tenders, develop spreadsheets for monthly activity report including number of business licenses issued, number of new building permit applications and value of construction, cemetery activity, Town construction and repair projects; set up files for permits and licenses, track and record progress of applications from initial file set up to approval, arrange and record building permit and business license inspections; set up meetings, prepare agendas, take minutes; maintain Department filing system, procedures binder; prepare invoices for Town Business licenses and follow up with delinquent licenses; check for and advise or refer non compliant business owners and builders regarding required regulations; requests to BC Hydro for pole and streetlight work, BC One Call requests
- Provide back up to municipal hall reception

#### **Customer Service/Communications**

- Provide high levels of customer service as first contact to members of the public
- Respond to enquiries, and provide assistance and support in a variety of administrative, clerical and reception functions

#### **Risk Management Health and Safety**

- Practice effective risk management, health and safety practices and procedures
- Ensure problems and issues reported are properly addressed and correctly referred

**Leadership and Supervisory**

- Participate as a team member ensuring high performance and services in the provision of effective administration support for the Development Services Department and Reception area

**Financial**

- N/A

**Qualifications:**

- Education:
  - High School Graduation
- Certification:
  - N/A
- Safety Certification and Other Licenses:
  - N/A
- Desirable Certification and Training:
  - N/A
- Experience:
  - 1 year office administration experience or an equivalent combination of education, training and experience

**Skills:**

- Communicate effectively with the public to handle and resolve or refer enquiries
- Develop and maintain effective workplace relationships
- Demonstrate Tact & Diplomacy
- Plan and organize daily work
- Make effective decisions
- Skill, ability, knowledge of all functions detailed in the job description

**Job Provisos:**

- Maintain up to date knowledge of the Town's computerized systems, administrative systems and office technology
- May be required to perform additional related duties as assigned by supervisor

**SIGNATURE:**

  
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Chief Administrative Officer