



JOB DESCRIPTION

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

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

Clerk I - Operations

Reports to: Director of Operations

Department: Operations

Classification: Union

Main Purpose & Function:

The Clerk I - Operations, provides various administrative, reception, and clerical functions for the Operations Department. This includes responding to public inquiries, transcribing meeting minutes, preparing agendas, various reporting functions, and managing training requirements for Operations staff.

Major Accountabilities:

1. Provide administrative, reception, records management support, and clerical assistance to the Operations department and other departments within the organization as required.
2. General office administration and maintenance functions.
3. Perform Recording Secretary functions for the Joint Occupational Health and Safety Committee.
4. Organize meetings, prepare agendas, and take meeting minutes as required.
5. Work with the Communications Officer on website, social media, and other communication updates.
6. Provide high levels of customer service to the public, contractors, and Town employees in handling a variety of Operations department enquiries.
7. Maintain client databases as they relate to Town/Operational programs.
8. Maintain departmental records and procedural manuals in accordance with the Local Government Management Association (LGMA) records management systems.
9. Prepare and administer permits, requests for service, records relating to the fleet, quotes, and tenders, etc.
10. Assist with acquisition of vehicle permits from the Ministry of Transport.
11. Maintain training records and schedule training for the Operations staff.
12. Organize travel for Operations staff attending training, conferences, or events.
13. Track inventories and order office, stationery, and other supplies for the Operations Department.

Clerk I – Operations

14. Provide back up to Municipal Town Hall reception as needed.
15. May be required to perform other related duties as required and participate in the Emergency Operations Centre as and when required.

Qualifications:

- High School Diploma or equivalent.
- One year of administrative support experience.
- Local Government experience is considered an asset.

Other Requirements:

- Strong customer service skills
- Able to communicate effectively with a variety of stakeholders to resolve or refer enquiries.
- Able to sit at a desk for prolonged periods of clerical and computer work.
- Able to develop and maintain effective workplace relationships.
- Able to work both autonomously and as part of a team.
- Possess strong time management skills and the ability to multitask.
- Possess strong written and verbal communication skills.
- Proficiency with the Microsoft Office Suite (Word, Excel, Outlook) and iCompass (preferred).
- Ability to maintain confidentiality.
- Strong understanding of risk management and health and safety practices.

Approved by:



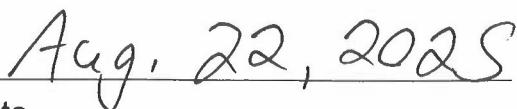
Town of Smithers

Date

Agreed to:

Employee Signoff

Date



Clerk II - Development Services

Reports to: Director of Development Services

Department: Development Services

Classification: Union

Main Purpose & Function:

Reporting to the Director of Development Services, the Clerk II – Development Services assumes Development Services administrative and other duties including, but not limited to providing assistance and recommendations on bylaws, policies, and procedures; accepting, reviewing and filing applications for various development including licenses and permits; departmental reporting and statistics for the Town, other municipalities, entities and the Federal Government; updating insurance for encroachments and license of occupations; file management; preparing Committee agendas and minutes, and, other work of complex and confidential nature.

Major Accountabilities:

1. Respond to enquiries and provide assistance and advice/recommendations to a variety of external contacts on matters of departmental bylaws, policies, practices, and procedures.
2. Liaise with external provincial and federal agencies to obtain and check information regarding permits and licenses, and complete registrations as required.
3. Provide administrative and clerical support such as gathering and formulating information and preparing Town contracts, bids, tenders, and month and year-end reporting.
4. Ensure all engineering, planning, and building inspection agreements and documents are executed, assigned, tracked, and archived per Corporate Service protocols and in compliance with regulatory requirements.
5. Monitor and maintain a list of business owners and builders and advise of non-compliance as required by regulations.
6. Maintain all Encroachment and Highway License of Occupation files and draft the agreements for any new building or signage that encroaches or occupies the Town of Smithers property.
7. Coordinate public meetings, departmental notices and public facing information, and engagement opportunities including preparing meeting procedures, agendas, and minutes.
8. Conduct electronic registrations with the Land Title and Survey Authority of BC (LTSA).

Clerk II - Development Services

9. Provide support and backup relief for Reception Clerk, Legislative Clerk III, and Corporate Services Clerk III positions as required.
10. Provide effective management and maintenance of the records management system for the Development Services Department.
11. Undertake, research, and assist in special projects as may be assigned from time to time.
12. Perform other related duties as required and participate in the Emergency Operations Centre as and when required.

Qualifications:

- A High School Diploma or equivalent is required for this position.
- Two years of experience providing administrative support, one of which in Local Government.

Other Requirements:

- Able to communicate effectively with the public to handle, resolve, or refer enquiries.
- Able to sit at a desk for prolonged periods of clerical and computer work.
- Able to develop and maintain effective workplace relationships.
- Possess strong time management skills and the ability to multitask
- Possess strong written and verbal communication skills.
- Proficiency with the Microsoft Office Suite (Word, Excel, Outlook) and iCompass.
- Ability to maintain confidentiality.

Approved by:



Town of Smithers

Agreed to:

Employee Signoff

November 1, 2024

Date

Date

Clerk II – Community Services

Reports to: Director of Community Services

Department: Community Services

Classification: Union

Main Purpose & Function:

Reporting to the Director of Community Services, Clerk II - Community Services will support administrative capacity and a wide variety of programs currently within the department. This includes providing clerical assistance and support to the following divisions within the department: Economic Development, Recreation, Community Safety, Communications, Transportation, and Town Committees that fall within the department.

Major Accountabilities:

1. Provide high levels of customer service to internal and external customers and provide support in a variety of administrative functions.
2. Assist the Director of Community Services with administrative work not limited to coordinating meetings, answering Community Services inquiries, and overall support with system and process setup and tracking.
3. Support Economic Development with business retention, expansion and attraction initiatives including new business tracking, creation and maintenance of business attraction resources, and the Annual Business Walk Event.
4. Assist the Recreation division with Recreation program administration support, special event assistance, and Riverside Campground bookings.
5. Support Town Committees that fall within the scope of the Community Services Department, including creating agendas, scheduling and attending meetings, and taking meeting minutes. These include, but are not limited to, the Transit Committee, Community Safety and Well Being Committee, and the Fall Fair Management Committee.
6. Provide administration support to the Community Safety Officer(s) including drafting letters, file tracking and follow-up, Bylaw research, rewrites, and updates.
7. Provide support with Town communications, including website and social media updates and participating in engagement events (open houses, community workshops, community forums, etc.). Provide administrative, research, and organizational support, including preparing reports, advertisements, and media releases.
8. Practice effective risk management, health and safety practices and procedures.

Clerk II - Community Services

9. Participate as a team member ensuring high performance and service in the Community Services department.
10. Perform other related duties as may be required or assigned from time to time by supervisor.

Qualifications:

- A High School Diploma or equivalent is required for this position.
- A diploma or university degree in communications or business administration would be preferred.
- Two years of administrative support experience, one of which in Local Government.

Other Requirements:

- Able to communicate effectively with the public to handle, resolve, or refer enquiries.
- Able to sit at a desk for prolonged periods of clerical and computer work.
- Able to develop and maintain effective workplace relationships.
- Possess strong time management skills and the ability to multitask.
- Possess strong written and verbal communication skills.
- Proficiency with the Microsoft Office Suite (Word, Excel, Outlook) and iCompass.
- Ability to maintain confidentiality.

Approved by:



Town of Smithers

Date

May 8, 2024

Agreed to:

Employee Signoff

Date

Clerk I - Fire Hall

Reports to: Fire Chief

Department: Smithers Fire Department

Classification: Union

Main Purpose & Function:

Reporting to the Fire Chief and taking direction from the Deputy and Assistant Fire Chief(s), the Clerk I - Fire Hall provides a wide variety of clerical and administrative support, reception, records management, and transcription services for the Fire Department.

Major Accountabilities:

1. Provide administrative, reception, records management support and clerical assistance to the Fire Department and Emergency Social Services.
2. Perform general office administration and maintenance functions.
3. Assist with coordination of public education programs and sessions.
4. Provide high levels of customer service to the public, contractors, and Town employees in handling various Fire Department enquiries.
5. Maintain client databases, personnel files, and departmental records as required by the Local Government Management Association (LGMA) records management systems.
6. Assist with Grant applications, create invoices, and schedule inspection appointments for Fire Inspector.
7. Maintain and update Fire-related manuals and guidelines.
8. Minute taking and agenda building for Fire related meetings.
9. May be required to perform other related duties as required and participate in the Emergency Operations Centre as and when required.

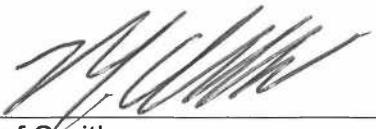
Qualifications:

- A High School Diploma or equivalent.
- One year of administrative support experience.
- Experience within Local Government is considered an asset.

Other Requirements:

- Able to autonomously prioritize work tasks.
- Able to communicate effectively with the public to handle, resolve, or refer enquiries.
- Able to sit at a desk for prolonged periods of clerical and computer work.
- Able to develop and maintain effective workplace relationships.
- Resourceful; possess strong time management skills and the ability to multitask.
- Possess strong written and verbal communication skills.
- Posses a strong attention to detail.
- Proficiency with the Microsoft Office Suite (Word, Excel, Outlook) and adaptability to learn in house computer programs (FDM, City Reporter).
- Ability to maintain confidentiality.

Approved by:



Town of Smithers

Date

Oct. 8, 2024

Agreed to:

Employee Signoff

Date



JOB DESCRIPTION

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

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

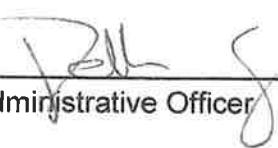
Skills:

- 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