

## **Clerk II – Community Services**

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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.

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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.

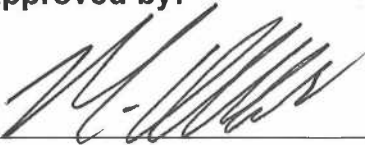
**Qualifications:**

- 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

**Agreed to:**

Employee Signoff

May 8, 2024  
Date

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Date