



## 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:**

  
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Chief Administrative Officer