

Job Information

Job title	Bylaw Clerk		C740 PG 9
Title of immediate supervisor	Senior Bylaw Enforcement Officer		
Department/Division	Building, Bylaw, Licensing & Legal Services/ Building Inspection & Bylaw		
Revised by	Graham Barbour		
Date Created	Feb 26, 2015	Revised date	Dec 5, 2017
Dept Head Signature	Originally Signed by Brent Reems	Date	Dec 5, 2017

Job Purpose

Works closely with Municipal Bylaw Enforcement Officers, provides a variety of clerical and secretarial support functions and other computer related duties including accurate data entry to an in-house database. Deals with the public where accuracy, patience, courtesy and tact are required when answering complaints and enquiries. The position responds to a high volume of emails and phone calls on a daily basis.

Duties and Responsibilities

- Receives and processes complaints including interviewing complainants on the telephone and in person to gather information and explain general inspection and complaint procedures.
- Prepares bylaw complaint forms, gathers file records and maintains inspection diary system.
- Uses computer database tracking system, creates bylaw complaint cases and updates permit tracking information, issues permits, and prints out reports or form letters.
- Produces a variety of letters, forms, memoranda, reports, court depositions and other material from copy, rough draft and other previously prepared data.
- Performs clerical functions including handling bylaw enquiries, making appointments and composing routine correspondence as directed by the Bylaw Enforcement Officers.
- Creates and enters case information using a computer database tracking system according to prescribed standard procedures.
- Answers telephone and counter enquiries, directs visitors and phone calls.
- Processes FIPPA requests and provides records management for the District's ticketing process.
- Responsible for ordering office supplies and certified mailing envelopes.
- Performs other related duties as required.

Qualifications

- Grade 12 or equivalent.
- One year post-secondary certificate in office or business administration.
- One year of office experience.
- An equivalent combination of education and experience may be considered.
- Keyboarding speed of 60 wpm.
- Pass and maintain a police criminal records clearance

Physical Requirements

No physical activity required.

Working Conditions

Works in an office environment.