

Job Information

Job title	Facility Operations Clerk	Job Code: CLKFAC	Pay Grade: D
Title of immediate supervisor	Manager of Facility Maintenance Services		
Department/Division	Engineering / Municipal Facilities		
Prepared by	Shane Laye		
Date Created	February 1, 2018	Revised date	

Job Purpose

Supports Facility Operations through the provision of routine administrative and clerical work, using a variety of software programs including word processing, spreadsheets, databases, tables, and graphics. Assists in the administration of workflow by organizing and coordinating work orders, dealing with internal clients tactfully and courteously, and creating and maintaining a variety of effective electronic and manual filing systems.

Duties and Responsibilities

- Provides telephone reception duties and responds to work requests and enquiries on a variety of subjects pertaining to day-to-day operations. Directs information to the appropriate authority for action.
- Independently maintains filing systems, including absentee records, time records, site plans, design drawings, work completion records, customer service request forms as well as enquiry and investigative records.
- Types articles, forms, letters, routine correspondence, memoranda, reports, tabulations and other material from rough draft and previously prepared data.
- Sorts, collates, checks, enters and processes a variety of routine office records such as requisitions, time sheets, delivery slips, invoices and forms.
- Enters and retrieves data and assists in the preparation of reports and tabulations.
- Schedules and creates agendas for regular staff meetings and committees and takes, transcribes and distributes minutes.
- Assists Technical Service and Building Service supervisors dispatching staff as required.
- Supports the ongoing development of operational procedures and programs, including preventative maintenance, workplace safety, and other related procedures and programs.
- Learns and demonstrates proficiency with new business practices, technologies and software as they are introduced.
- Provides support & relief services for other clerical positions as required.
- Performs other related duties as required.

Qualifications

- Completion of Grade 12, or equivalent supplemented by a one year certificate in office or business administration.
- One year experience in a business or municipal office environment providing customer service and maintaining filing systems.
- Minimum keyboarding speed of 40 wpm.
- Considerable experience or training in standard computer applications including word processing, spreadsheets, financial software packages, databases, including tables, graphics, and desktop publishing.
- Possession of a valid Class 5 BC Driver's Licence.

Physical Requirements

Sufficient physical strength to conduct field inspections as a member of the JOHS committee.

Working Conditions

Works in a recreational and/or municipal setting.