

Job Information

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| Job title | Bylaw Clerk | | Job Code: CLKBY | Pay Grade: F |
| Title of immediate supervisor | Supervisor-Bylaw & Licensing Services Administration | | | |
| Department/Division | Legislative & Protective Services/ Bylaw & Licensing Services | | | |
| Revised by | Doug Roberts | | | |
| Date Created | Feb 26, 2015 | Revised date | January 2024 | |

Job Purpose

Works closely with Municipal Bylaw & Licensing staff, 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, confidentiality, and tact are required when answering complaints and enquiries. The position responds to a high volume of emails, counter inquires, 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 Bylaw & Licensing Services inspection and complaint policies and 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 and prints out reports and form letters.
- Sets up and maintains business licence records, including data entry and data file maintenance.
- Issues business licences.
- 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 & licensing enquiries, scheduling appointments, and composing routine correspondence as directed.
- 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.
- Provides verbal and written factual information related to business licensing.
- Maintains related records and documentation including data entry and data file maintenance records.
- 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.
- Employment is subject to provision of a satisfactory Police Information Check (PIC) no older than 6 months

Physical Requirements

No physical activity required.

Working Conditions

Works in an office environment.